



# Our commitment to you

CUSTOMER CHARTER

BGE/NG&E/CC/0221



## **bordgaisenergy.ie**

If you need any further help  
or advice please contact us:

Tel: 01 611 01 01

Fax: 01 611 01 02

Contact us at:

[bordgais.ie/company/contact-us](http://bordgais.ie/company/contact-us)

Customer service

Residential

Bord Gáis Energy

PO Box 10943, Dublin 2

For customers who are deaf or hard of hearing we offer live webchat on our website. Just look for the icon.

Alternatively you can contact us through our [Have a question?](#) form our website. You can also find us on [Twitter@bordgaisenergy](#) and [Facebook](#) Monday - Friday 8am - 5pm

Please note that to maintain the highest level of service we may monitor and record calls.

# Customer charter

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## Our commitment to you

Bord Gáis Energy is committed to providing you with a high and consistent level of customer service. We recognise the importance of listening and responding to our customer's needs.

This customer charter details the level of customer service that we promise to give you in all your dealings with Bord Gáis Energy.

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## Our overall customer service standards

Bord Gáis Energy works to ensure that all customers have easy access to clear, timely and accurate information at all points of contact. We continue to drive for simplification of rules, procedures and information leaflets.

- We can be contacted by telephone, mail and email or through our website at **[www.bordgaisenergy.ie](http://www.bordgaisenergy.ie)**
- Our customer service staff will be polite and courteous at all times and will give you their name.
- We listen and respond to our customer's needs and welcome any feedback in relation to the services we provide.
- We train our staff to deliver the services outlined in this charter, and will keep our training up to date.
- We monitor and measure the services we provide to make sure we are keeping our promises.

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## Our guaranteed service standards

In addition to our overall service standards, we have guaranteed service standards. If we fail to meet any of these guarantees, we promise to apologise and to do everything possible to rectify the problem straight away where necessary.

### 1. Billing enquiries guarantee

Most queries about your bill or bill payment can be answered by phone straight away. If you write to us with a billing enquiry, we will review your enquiry and respond to you within ten business days. **If we fail to respond within ten business days, you will be entitled to a payment of €30.**

### 2. Refund guarantee

Where we agree that you are entitled to receive a credit for any reason connected with your bill, we guarantee to credit your gas or electricity account within ten business days of agreeing the amount to be paid. **If we fail to credit your gas or electricity account within ten business days, you will be entitled to a payment of €30.**

### 3. Marketing and Advertising code of practice guarantee

We guarantee that we will abide by our code of practice on marketing and we will adopt the best marketing and advertising practices as set out in this code. **If we fail to to abide by this guarantee, you will be entitled to a payment of €30.**

### 4. Sign-Up code of practice guarantee

We guarantee that we will abide by the commitments in our Sign-Up code of practice. **If we fail to meet our commitments in this code, you will be entitled to a payment of €30.**

### 5. Complaints handling code of practice guarantee

It is our aim to resolve all customer concerns and complaints as quickly and as fairly as possible. We have published a code of practice on complaints handling which details our commitments and procedures for resolving customer complaints. **If we fail to meet our commitments outlined in this code, you will be entitled to a payment of €30.**

### 6. Special and Priority Services code of practice guarantee

We offer a range of special and priority services to assist customers with special needs and those reliant on electrical home medical equipment. These services are published in our Vulnerable Customers code of practice. Customers who wish to avail of and are eligible for these services must register with us. **If we fail to meet our commitments to vulnerable customers who have registered on our special and priority services register, you will be entitled to a payment of €30.**

## 7. Bill payment code of practice guarantee

We have clear internal procedures which ensure that disconnection of supply for arrears only takes place as a last resort. We have published a code of practice on bill payment which details how we will handle customers who have difficulty in paying their bill. This code covers Billing in general, Bill payment and also covers Disconnection. **If we fail to meet our commitments as set out in this code, you will be entitled to a payment of €30.**

## 8. Pay As You Go Metering code of practice guarantee

We guarantee that we will abide by our code of practice for Pay As You Go Meters. **If we fail to abide by this guarantee, you will be entitled to a payment of €30.**

## 9. Smart Metering Services Code of Practice

We guarantee to our electricity customers that we will abide by our Smart Metering Services Code of Practice. **If we fail to abide by this guarantee, you will be entitled to a payment of €30.**

Our codes of practice supporting this customer charter are:

- Marketing & Advertising
- Sign-Up

- Handling customers complaints
- Bill payment (includes Billing, Bill Payment and Disconnections)
- Vulnerable Customers
- Pay As You Go Metering
- Smart Metering Services

Copies can be sent to you on request or you can view them online at

**[www.bordgaisenergy.ie](http://www.bordgaisenergy.ie)**

### Disclaimer

In exceptional circumstances we may be prevented from meeting our service commitments due to conditions outside of our control. Such circumstances could include major disruptions to supplies, actions/damage by third parties, risks to safety, no access to your home or where actions could cause Bord Gáis Energy to break the law.

Any payments made under this charter for failure to meet our commitments are made without any admission of legal liability on the part of Bord Gáis Energy. If there is any inconsistency or conflict between this customer charter and the Bord Gáis Energy terms and conditions of supply, the terms and conditions of supply shall prevail.

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## Contact details

In order to maintain the highest level of service we may record and monitor telephone calls. Please ensure that you have your account number ready when you contact us as we can only discuss account information with the account holder.

**Customer service  
Residential gas  
Bord Gáis Energy  
PO Box 10943, Dublin 2**

Customer service: 01 611 01 01

Customer service fax: 01 611 01 02

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[bordgais.ie/company/contact-us](http://bordgais.ie/company/contact-us)

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## Emergency reporting

ESB Networks provide the emergency response service for all electricity users.

**ESB Networks Ireland 24 hour emergency: 1850 372 999**

Gas Networks Ireland provide the emergency response service for all gas users.

**Gas Networks Ireland 24 hour emergency: 1850 20 50 50**

In the interest of public safety, all emergency messages are recorded.