



**Welcome to
natural gas for
your home**

Imagine a better way with Bord Gáis Energy
01 611 01 01 | bordgaisenergy.ie



Natural gas for your home

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1

Hello and welcome to Bord Gáis Energy!

Thanks for choosing us as your gas supplier. We're delighted to have you as a customer. We'll do everything we can to help you and make sure you're happy with our service.

Your welcome guide

This booklet has all the information you need to manage your account. We'll show you how to take meter readings, learn about payment options and manage your bill.

Talk to us any time

We're committed to helping you and improving what we do, so we'd love to hear what changes you would like to see. Let us know if there's anything you think we could do better. You'll find our contact details on **page 13**.

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Getting started

We like to keep things simple. Every two months, we'll calculate what you owe either from your meter reading or from an estimate from Gas Networks Ireland. Then we'll send out your bill.

Options to suit you

You can pay your bill by Direct Debit or with your debit card or credit card online or over the phone.

You can also pay by cash at the Post Office, PostPoint and Payzone outlets, or by sending us a cheque.

Find out more

To learn more about our price plans and how we calculate your bill, check out bordgaisenergy.ie or call us on **01 611 01 01**.

Check out **pages 8-9** for a useful guide to understanding your bill or you'll find a handy list of FAQs on **page 11**.

Keep your bills low by checking out our energy efficiency tips on bordgaisenergy.ie. Free, easy and simple!



Keep track online and on the go

We've made it easy for you to keep track of your gas use and costs.

You can download our iPhone app or log into your account at **bordgaisenergy.ie** and enjoy the following services at the click of a button:

- Upload your own meter readings to ensure your bill is always based on your actual usage. You'll also find a handy guide on how to take your meter reading.
- Check your balance whenever it suits you and easily monitor your gas use.
- See when your last bill was due and how much it was.
- Send us your queries or ask us to give you a call.
- Find all the contact details you need.



Go paperless

Once you're registered online, you can choose to have paperless billing.

We'll email you when your bill is ready for you to view online or on our app. You'll no longer receive bills in the post, but you can print your bill from our site at any time online.

If you have multiple accounts, you can choose paperless billing for some and still have bills posted to you for others. You'll find this option in the Choose Account section of the site.



Our phone services

You can also manage your account and talk to us about your gas service over the phone. Give us a call on **01 611 01 01**.



Boiler Services

A cosier home costs less when you service your natural gas boiler. We have over 30 years' experience so you can be sure that our Service Engineers will give your boiler all the care and attention it needs.

Enjoy the following benefits once your boiler has been serviced:

- Save up to €150* per year on your heating costs
- Flexible monthly payment options
- Make your home a cosier place to be
- Reassurance your boiler is reliable and safe
- Improve our environment, cut down on CO₂ emissions

*Source: Sustainable Energy Authority of Ireland (SEAI)

365 Breakdown Assistance

In the event of a breakdown, you've the peace of mind knowing we'll always be there for you. We promise to be there within 24 hours, 365 days a year.

*Parts and labour costs covered up to €1,200.



Call our HomeCare Team now on **01 611 01 45**



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Your gas bill explained

- 1 Your Bill Address**
This is the postal address where we send your bill to.
- 2 Your Account Number**
This is your ten-digit Bord Gáis Energy account number/account ID. Have this handy when you are contacting us.
- 3 Your Meter Number**
The meter number is unique to the physical meter. If your meter is replaced the meter number will change.
- 4 Meter readings**
Your present and previous meter readings are shown.
There are three main types:
A – Actual reading
C – A reading you have given us
E – An estimate from Gas Networks Ireland
- 5 Units**
This figure represents the number of units in cubic metres or cubic feet (M3hc3) which you are billed for.
- 6 Conversion factor**
The conversion factor used to convert the gas from cubic metres or cubic feet to kWh.
- 7 kWh**
The figure in kilowatt hours for which you are being billed.
- 8 Your GPRN**
Your GPRN (gas point reference number) is a seven-digit reference number used to identify your gas meter and connection to the gas network.
- 9 AC Band (Annual Consumption Band)**
Your estimated annual usage of natural gas fits into a band according to your consumption.
A – Less than 6,000 kWhs
B – 6,000 kWhs to 23,500 kWhs
C – 23,500 kWhs to 73,000 kWhs
Y – 73,000 kWhs to 750 MWhs
Z – 750 MWhs to 5,500 MWhs
- 10 Standing charge**
The standing charge is included on every bill when you are on either the standard rate tariff, standard pay as you go tariff, the winter saver tariff and the large residential user tariff.
- 11 Rate**
The rate at which you are being billed eg. standard rate.
- 12 Bar code**
Please use this bar code when making payments in any retail outlets with the Postpoint or Payzone sign.

Sam Sample,
Any Street,
Any Town,
Any County

17 May 2021

Hello, this is your natural gas bill

Gas usage

06 Mar 2021 to 06 May 2021

Your usage compared to last year

Previous 12 months	2,754 kWh
Last 10 months	3,200 kWh

Your bill breakdown

06 Mar 2021 to 06 May 2021

Gas

	Amount
Standing Charge 0.234 for 62 days	€14.51
Unit Rate 0.0495 for 433 kWh	€21.43
Carbon Tax 0.0047 for 391 kWh	€1.84
Carbon Tax 0.00606 for 42 kWh	€0.25
Discount - Paperless Billing 3%	-€0.64
Discount - Level Pay 2%	-€0.43
Total Discounts	-€1.07
VAT @ 13.5%	€4.99
Total Including VAT	€41.95
Previous bill	€108.35
Payment received	-€39.68
Total	€110.62

Payment of €19.84 will be due on 27 May 2021

Payment of €27.43 will be due on 28 June 2021

Payment of €27.43 will be due on 27 July 2021

Account number: 1234567890

Your plan: Standard Price Plan

Meter number: E0S00000000000

GPRN: 1234567

AC Band: B

Outstanding Balance

€110.62

There's no need for you to do anything. Your monthly Level Pay Direct Debit will continue to be taken as normal.

Important information

The Carbon Tax is changing on 1st May 2021 to 0.00606 Euro /kWh (ex VAT). For more information please visit www.bordgaisenergy.ie

Your meter reads & consumption

Last bill	Current bill	Units	Conversion factor	Gas used (kWh)
A3,690	A3,728	5	1	433

A - Actual reading taken from your meter
C - Customer reading which you have provided
E - Estimated meter reading

Other information

- Your monthly level pay direct debit amount is changing. You can find out more about why monthly Level Pay amounts may change by visiting our website at bordgais.ie
- Switch to paperless to save 3% on your bill.
- From 30 May 2021 you will no longer be able to pay your energy bills in AIB branches, you can continue to pay by online banking. See back of bill for other payment methods.





Payment options

Direct Debit

Paying by Direct Debit is the most convenient way to pay your bills. You can set up Direct Debit payments by logging onto your account on bordgaisenergy.ie

Setting up an account online is simple. All you'll need is:

- Your name, as on your bill
- Your email address
- Your phone number
- Your gas account number from the top right of your bill

You can also use your online account to pay by credit card.

Other ways to pay

You can pay in cash at any retail outlet where you see Payzone or PostPoint signs and at any post office.

You can also pay by cheque. Make it out to Bord Gáis Energy and send it to us at **Customer Service, Residential Electricity, Bord Gáis Energy, PO Box 10943, Dublin 2.**

Cheque payments take about five working days to appear on your account.

Alternatively, you can pay over the phone on 01 611 01 01.

Level Pay

Level Pay helps you to smooth out the ups and downs of electricity costs over the year. Signing up for Level Pay means you can budget better as you always know how much your payment will be. Together, we'll agree how much you'll pay each month, based on your previous payments.

If you'd like to set up Level Pay, you can give us a call on 01 611 01 01.

Overdue accounts

If you've any problems paying your bill, give us a call on 01 611 01 06. We'll work with you to try to sort it out.

We may have to withdraw your electricity supply if your bill is left unpaid. You may also incur Gas Networks Ireland charges.

For more information, log on to bordgaisenergy.ie



Frequently asked questions

Q. Can you help me understand my bill?

A. Yes, take a look at **pages 8-9**. If you need more information, give us a call on **01 611 01 01**.

Q. How do I find out how much I owe?

A. There are three ways you can do this. You can log into your account online at bordgaisenergy.ie, view your bill on our app or call us on **01 611 01 01**.

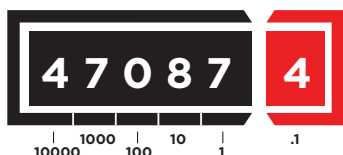
Q. Who will read my gas meter?

A. Gas Networks Ireland will come to your home to take readings. You can also submit readings yourself.

Q. How do I submit a meter reading?

A. You can do this through your online account at bordgaisenergy.ie, on our app or by calling us on **1850 33 77 77**.

You'll need your GPRN number (which is on the top right of your bill) and a meter reading. This number is shown in the black display on your meter.



Q. How can I pay my bill?

A. You can pay your bill online, over the phone, by Level Pay, Direct Debit, Payzone, PostPoint or by cheque. See **page 10**.

Q. I'm having difficulty paying my bill.

A. Give us a call on **01 611 01 06** and we'll work with you to try to sort it out. See **page 10**.

Q. Who do I call if there's an issue with my gas supply?

A. You can call Gas Networks Ireland on **1800 20 50 50**.



Q. Can you help me if I have special requirements?

A. Yes, we have a Special Services Register for our customers who are particularly vulnerable to disconnection during winter months for reasons of advanced age or physical, sensory, intellectual or mental health. You can avail of special services such as a braille bill, Talking Bill and nominate a carer. We will also not disconnect your supply for non-payment of account between November and March each year. See our customer charter on **page 14**. You need to complete a form to join our Special Services Register. For more information call us on **01 611 01 01** or visit **bordgaisenergy.ie**

Q. I currently get the gas allowance towards my bill. Will I still get this?

A. Yes, you will still get the allowance. Instead of it being paid directly towards your bill, it will come to you as a separate payment. The Department of Social Protection will contact you about how you will get it.



Contact us

We're always happy to hear from you and help you if needed. And we want to make sure you're pleased with our service.

When you get in touch with us, make sure to have your account number ready. Bear in mind that we can only discuss account information with the account holder.

If you phone us, please understand that we may record and monitor calls to make sure we maintain the highest level of service.

Contact us at:

bordgais.ie/company/contact-us

Call us: 01 611 01 01

Write to us: Customer service
Residential Gas
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 on our website at www.bordgaisenergy.ie/company/contact-us/. You can also find us on Twitter @bordgaisenergy and Facebook Monday - Friday 8am - 5pm.

Alternatively, you can contact us at **bordgais.ie/company/contact-us** or write to us at:

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

We'll register your complaint and give you a reference number. We'll work hard to fix the problem immediately, but some issues can take longer to sort out.

We have a code of practice on handling customers' complaints. You can find it on bordgaisenergy.ie or call us on **01 611 01 01** and ask us to post it to you.

If your complaint is not resolved to your satisfaction after we have dealt with it, you can contact the Commission for Regulation of Utilities.

**customercare@cru.ie
1800 404 404**

**Customer Care Team,
Commission for Regulation of Utilities,
The Exchange, Belgard Square North,
Tallaght, Dublin 24, D24 PXW0**

Complaints

We really try to go above and beyond, and exceed your expectations. Sometimes, things don't go quite to plan. If you have a complaint, please give us a call on **01 611 01 01**.

Gas Emergency

Gas Networks Ireland provide a 24/7 emergency response service.

Just call 1800 20 50 50 if you smell gas at home or on the street – don't assume someone else has reported it, open windows and doors, if the smell persists turn your gas off at the meter.

Your meter box key

You will require a meter box key to open your meter box and turn your gas supply off. It is important to keep your key in a safe place.

If you require a meter box key please call Gas Networks Ireland on **1800 20 50 50**



Customer charter – our commitment to you

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.

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**
- 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.

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 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

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.



Level Pay Terms and Conditions

Please note that these terms and conditions should be read along with your residential gas/electricity terms and conditions of supply and together they will form your contract with us.

1. Level Pay is a payment facility which allows customers to manage their gas and/or electricity account by making regular monthly payments via Direct Debit. Bord Gáis Energy Limited ("Bord Gáis Energy") does not charge any additional administration fees for the provision of the Level Pay payment facility.
2. In order to avail of the Level Pay payment facility, you are required to have a valid Direct Debit mandate to be set-up with Bord Gáis Energy. Level pay is not available to customers with:
 - (i) a credit of €1000 or greater; or
 - (ii) a debt of €1000 or greater and the debt is owed for 60 days or more.

Bord Gáis Energy has the right to withdraw the Level Pay payment facility from a customer at any stage if these conditions are not met.

3. Billing - You will continue to receive bills, online or in the post from us every 2 months which will set out (among other things) any estimated or actual meter readings taken at the Premises, the amount being paid by Level Pay each month (the "Payment Amount(s)") and other useful information about your gas and/or electricity account and the services we provide.
4. Payments - The customer's bank account will be debited each month on a date agreed with us. The Level Pay payment facility will commence once we notify you of the first monthly Payment Amount and the date that your account will be debited each month. If this date falls on a weekend or bank holiday, the

Payment Amount will be taken on the next Irish working day after this date. It is your responsibility to ensure sufficient funds are in your bank account to cover your monthly Payment Amount.

5. Calculation of the Payment Amount - The monthly Payment Amount is calculated based on one the following, as selected by us:
 - a. consumption History of the Premise, if available; or
 - b. annual consumption from the network providers (ESBN/GNI); or
 - c. annual consumption provided by the customer; or
 - d. our consumption calculator based on the profile of the Premises; or
 - e. national average annual consumption figures as set by the Commission for Regulation of Utilities (CRU).

We take the gas or electricity usage of your Premises over the last 12 months and apply our current prices to calculate your annual bill. We then simply divide by 12 to create monthly payments.

6. Adjustment of the Payment Amount: We will adjust the monthly Payment Amount if there is a change in your consumption or a significant change to Bord Gáis Energy's gas prices/electricity prices/tariffs. If your Payment Amount is adjusted, we will let you know what your revised Payment Amount will be in your next bill (this will be sent to you by post or if you are a paperless customer you will need to go online to view your bill) which will be issued to you in advance of the revised Payment Amount being taken by Direct Debit.
7. Due to the seasonal nature of energy consumption, the balance on your account can fluctuate between credit and debit at certain times of the year.

This is explained in greater detail in “Your Helpful Guide To Level Pay” which can be found on our website at bordgaisenergy.ie/levelpay. To try to limit the impact of these fluctuations, we periodically review the balance on your account and any credit/debit balance will usually be applied across the Payment Amounts for the following 12 months. We make no guarantee that your Payment Amount will remain the same for any period of time.

8. Overpayment/Underpayment - If, after an annual review, the amount held/owing on your account is considered excessive by us, we will require payment of the balance from you or we will refund the balance to you prior to continuing the Level Pay payment facility. If there is a credit on your account in excess of €120, you can request a refund if (i) we hold a recent actual meter reading for the Premises and (ii) you do not have debt on another account with us. If you do not request a refund, the credit balance will be carried forward to the next year and may be used to reduce the monthly Payment Amounts.

If there is debt on the account then payment must be made for this. If we consider this debt to be excessive, we may cancel your Level Pay payment facility if you do not make the required payment.

9. Meter Readings - To ensure that the Payment Amount is correct, we require actual meter readings for the Premises. You can check if your Payment Amount is based on an actual meter reading for the Premises by reviewing your bill. This information can be found in the meter reading section of the bill, which has an explanation of each type of meter reading we use. If your bill is based on an “E” meter reading, you should contact us to submit an actual meter reading. Please contact us or see our website for options on how to submit meter readings. If we do not hold a recent actual meter reading for the Premises, this could result in your Payment Amount(s) being inaccurate and an overpayment/underpayment to us.
10. We reserve the right to remove the Level

Pay payment facility from customers who we do not hold a recent actual meter reading for the Premises.

11. If a bill is issued prior to you registering for the Level Pay payment facility, you are required to pay this bill by the date specified in your bill before the Level Pay payment facility can be set up.
12. If you wish to terminate the Level Pay payment facility, you must contact us by telephone or in writing to notify us (our Contact Details are included in your residential gas/electricity terms and conditions of supply or can be found on our website www.bordgaisenergy.ie). The balance owed on the account will then become payable and the account will revert to bi-monthly payments due within 14 days of the date of issue of the bill by one of our other payment methods (details of which are included on our bill).
13. Bord Gáis Energy may terminate the Level Pay payment facility at any time by giving you notice of this termination.
14. In the event that a Direct Debit for a Payment Amount is returned unpaid, Bord Gáis Energy reserves the right to represent the Direct Debit for payment 7 days after the day that it was last presented. Failed Direct Debits may give rise to bank charges, please note that you are responsible for any related bank charges.
15. If a Direct Debit repeatedly fails, we may terminate the Level Pay payment facility immediately without notice.
16. Bord Gáis Energy reserves the right to select the customers that the Level Pay payment facility is offered to and we are under no obligation to offer the Level Pay payment facility to any customer.
17. If you close your gas/electricity account and we have already sent a request to the bank for the next monthly Payment Amount then this Payment Amount will still be taken by Direct Debit and the Payment Amount will:
 - (a) go towards the balance owed on your account; or
 - (b) you can contact us to arrange for a refund, if there is over payment.

18. If your Level Pay payment facility is cancelled, you will lose any discount you receive for paying by this method.