



Natural gas

Marketing & Advertising

CODE OF PRACTICE

BGE/NG/MCOP/0918



bordgaisenergy.ie

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

Residential gas contact details

Tel: 01 611 01 01

Fax: 01 611 01 02

Email: info@bordgais.ie

Minicom: 1850 630 630

(for hearing impaired customers
with their own minicom equipment)

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

Business gas contact details

Tel: 01 611 01 33

Fax: 01 611 01 02

Email: businessdirect@bordgais.ie

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

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

Code of Practice

Natural gas Marketing and Advertising

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1 Overview

Bord Gáis Energy is the provider of both gas and electricity for residential and business customers. We believe that we can play a pivotal role in delivering competitive energy to Irish consumers of all sizes. We are committed to working with customers to ensure that we provide a service that fits in with their specific needs.

Bord Gáis Energy undertakes marketing campaigns in order to:

1. Acquire new customers
2. Provide services to existing customers
3. Promote awareness of our brand
4. Compete with other suppliers.

Bord Gáis Energy uses the following marketing channels:

1. Bill insert (existing customers only)
2. National and local radio
3. National and local press
4. Direct mail (postal service & electronic)
5. Telesales
6. Internet
7. Sales agents (following a sales lead or doorstep selling).

2 Marketing information

Bord Gáis Energy is committed to the delivery of fair and transparent information throughout all its marketing materials. We are also committed to protecting customers against unwanted, unfair or misleading marketing and advertising.

We are committed to ensuring that all of our marketing and advertising campaigns are:

- Complete, accurate, transparent and not misleading in terms of information that is provided or omitted.
- Specifying clearly the offer / product being marketed.
- Communicated in plain and accessible language.
- Related to the products or services which are appropriate to the customer/s to whom it is directed fair in both content and format of presentation.
- Fair in both content and format of presentation.
- We will ensure our marketing material is easy to understand, accurate and we will specify clearly the products being offered and the duration of any offer.
- When comparing our tariffs to rival suppliers' tariffs the information will be dated to show when tariffs were in place, comparison will be made on a like for like basis and customers will be made aware

3 Opting Out of Marketing

that the rival suppliers' tariffs are subject to change. Where we are aware that we are comparing our tariff to a tariff that is due to change in the next 3 months, we will notify the customer of this fact.

- Where we offer a discount on any of our tariffs or a rival supplier's tariff we will clearly outline the difference in all charges.
- If promotional incentives are offered a list of terms and conditions will be posted on our website and a printed version will be available upon request. Any time limitations, any additional terms, conditions or charges will be clearly featured.
- We will publish all publicly available tariffs for household customers on our website and these will be easily identifiable and accessible from a prominent position on the home page of our website.
- We subscribe to the Association of Advertisers of Ireland and the Irish Direct Marketing Association and subscribe to good practice marketing standards laid down by them.

Bord Gáis Energy respects the privacy of both its customers and potential customers. Where a customer has indicated orally, in writing, by email or by SMS that they do not wish to be contacted again for the purpose of marketing, we will record the request and remove the customer from our marketing database.

A customer may request written confirmation that they have been removed from our marketing database.

4 Data protection

Bord Gáis Energy and its agents recognise the rights of the customer under data protection legislation. Bord Gáis Energy will only use personal information for the purposes for which it was collected.

Bord Gais Energy has made detailed Privacy Notices available to customers. These set out the various purposes for which personal information of customers is collected and used. They also set out the sources from which we get personal data, how it is shared, and how customers can exercise their rights under data protection law.

All customers should make themselves aware of the contents of these Privacy Notices which are all available at www.bordgaisenergy.ie/dataprotection.

Information may be passed to our agents in order to provide services for the customer. All agents are fully trained with regard to the relevant legislation and only act in accordance with our instructions.

Data protection complaints or queries should be directed in the first instance to the BGE Data Governance Team, who can be contacted at dataprotection@bordgais.ie or by calling **01 611 01 01**. The postal address for our Data Governance Officer is Data Governance Officer, Bord Gáis Energy Limited, PO Box 10943, Dublin 2

5 Complaints procedure

We aim to give you the best possible service. If however, you are unhappy with the service we have given you please call us on **01 611 01 01** and we will try and resolve it over the telephone.

Alternatively you can write to:

Customer service
Natural gas
Bord Gáis Energy
PO Box 10943, Dublin 2
or by email to info@bordgais.ie

It is our aim to settle any concerns as quickly and as fairly as possible. If you write to us with a complaint, we will respond to you within ten business days. If you are unhappy with the response you receive from the first point of contact you may have your complaint reviewed at a higher level. Our commitment is that all complaints will be either resolved within eight weeks or an action plan will have been agreed with you. In all cases, we will keep you informed about the progress in resolving the matter.

We have a code of practice on handling customers' complaints.

To receive a copy please call us on **01 611 01 01** or you may view it online at www.bordgaisenergy.ie

If following a review and written response from one of our customer service managers you are still not satisfied, and have received written

8 Contact details

notification of the closure of the complaint from Bord Gáis Energy, you may contact the Commission for Regulation of Utilities.

The complaint should only be passed to the Commission after it has gone through the Bord Gáis Energy internal complaints escalation process.

The office of the Commission for Regulation of Utilities can be contacted by the following means:

Address:
Customer Care Team
Commission for Regulation of Utilities
PO Box 11934
Dublin 24

Tel: 1890 404 404

Fax: 01 4000 850

Email: customercare@cru.ie

Web: www.cru.ie/customer-care

We would prefer you to phone rather than write because it is quicker, more direct and easier for us to answer your questions straight away. But if you want to write, our address is:

Customer service
Bord Gáis Energy
PO Box 10943, Dublin 2

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 gas account information with the gas account holder.

Tel: 01 611 01 01

Fax: 01 611 01 02

Web: www.bordgaisenergy.ie

Email: info@bordgais.ie

Minicom: 1850 630 630

(for hearing impaired customers with their own minicom equipment)

24 hour Dial-a-Read: 1850 427 732

Call this number to register your meter reading – have your GPRN number (top right hand side of your bill) and meter reading to hand. Gas Networks Ireland will ensure your reading is recorded for your next bill.

Gas Networks Ireland 24 hour
gas emergency line: 1850 20 50 50

Gas Networks Ireland provide the emergency response service for all gas users. In the interest of public safety, all emergency messages are recorded.
