



*Welcome to*  
**gas and  
smart electricity  
for your home**



## Gas and smart electricity for your home

Welcome to Bord Gáis Energy .....	3
Getting started .....	4
Keep track online and on the go .....	5
Boiler services .....	x
Understanding your bill .....	6
Electricity smart meters and tariffs .....	8
Payment options .....	10
Frequently asked questions .....	11
Contact us .....	14
Our commitment to you .....	16





# Hello and welcome to Bord Gáis Energy!

Thanks for choosing us as your gas and electricity 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, plus details on payment options, managing your bills and getting the most from your electricity smart meter and gas supply.

## **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 all our contact details on page 11.*

# 2

## Getting started

The basics on your standard gas meter and electricity smart meter.

### **Your standard gas meter**

Your gas meter is read by a Gas Networks Ireland meter reader four times a year and at other times, we'll use estimates. You'll receive a gas bill every two months.

### **Your electricity smart meter**

Your smart meter's remote communications with ESB Networks will determine the tariffs available to you. If you've chosen a half-hourly smart tariff, you can choose to be billed monthly or every two months. You can also choose your bill date. Standard smart tariffs are billed bi-monthly for Day, Night and Peak reads.

Your electricity smart meter communicates directly with ESB Networks without the need for meter readings, and they'll send us actual reads.\*

\*In a small number of cases, if remote communications fail, your meter may still require a bi-monthly read.



## Keep track on the go

Track your bills and payments with online account management.

Your **Online Account Management** (OAM) also includes helpful tools to help manage your smart electricity account including:

- ▶ View your energy usage on a daily, weekly and monthly basis, helping you make more informed decisions
- ▶ Set spending goals and track your progress
- ▶ Opt to receive an email when you're nearing or exceeded your spending goal
- ▶ See when you're using the most electricity

For more information on OAM, see: <https://www.bordgaisenergy.ie/home/help>



### **Our phone services**

*Give us a call on* **01 611 01 01.**



# 4

## Gas boiler care

A cosier home costs less when you service your natural gas boiler.

Our service engineers are all locally-based and RGI-registered. With our 19-point check, you can count on:

- ▶ A safe boiler running at its most efficient
- ▶ Saving up to €150\* per year on heating costs
- ▶ Flexible monthly payment options
- ▶ Making your home a cosier place to be
- ▶ Reassurance your boiler is reliable and safe

## 365 Breakdown Assistance

We're there when you need us, with priority service within 24 hours of a call. Depending on your care plan, enjoy up to €1,200 coverage on parts and labour costs.

\*Source: Sustainable Energy Authority of Ireland (SEAI)



# 5

## Your gas bill

### **A | Account number**

Have this handy when you call us.

### **B | Meter number**

The meter number is unique to the physical meter. If your meter is replaced the meter number will change.

### **C | GPRN**

(Gas Point Registration Number)

This seven digit reference number is used to identify your gas meter and connection to the gas network.

### **D | 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

### **E | 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

### **F | Units**

This figure represents the number of units in cubic metres or cubic feet (M<sup>3</sup>hc<sup>3</sup>) which you are billed for.

### **G | Conversion factor**

The conversion factor used to convert the gas from cubic metres or cubic feet to kWh.

### **H | kWh**

The figure in kilowatt hours for which you're being billed.

### **I | 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.

### **J | Rate**

The rate at which you are being billed eg. standard rate.

### **K | 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 April 2023

## Hello, this is your natural gas bill

### Gas usage

01 February 2023 to 31 March 2023

### Your usage compared to last year



### Your bill breakdown

01 February 2023 to 31 March 2023

#### Gas

	Amount
<b>I</b> Standing Charge 0.234 for 62 days	€14.51
<b>J</b> Unit Rate 0.0495 for 433 kWh	€21.43
Carbon Tax 0.00877 for 433 kWh	€3.78
Affinity Deal Discount 10% 14 March 2023 to 13 March 2024	€3.97
Discount - Paperless Billing 3%	€1.19
Discount - Level Pay 2%	€0.79
Total Discounts	€5.95
VAT @ 9%	€3.04
Total Including VAT	€36.81
Previous bill	€108.35
Payment received	€39.68
<b>Total</b>	<b>€105.48</b>

Payment of €35.41 will be due on 15 April 2023

Payment of €35.41 will be due on 15 May 2023

Payment of €35.41 will be due on 15 June 2023

**A**

Account number: 1234567890

Your plan: Standard Price Plan

Contract end date: 26 October 2023

**B**

Meter number: E0S00000000000

GPRN: 1234567

AC Band: B

**C**

**D**

Outstanding Balance

**€105.48**

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

### Important information

**E**

**F**

**G**

**H**

### Your meter reads & consumption

Last bill	Current bill	Units	Conversion factor	Gas used (kWh)
A3,690	A3,728	38 m <sup>3</sup>	11.4013	433

A - Actual reading taken from your meter

C - Customer reading which you have provided

E - Estimated meter reading

### Other information

- 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.

Bord Gáis Energy Limited  
One Warrington Place, Dublin 2  
VAT Number: IE 3234061GH

Emergencies GNI Tel: 1800 20 50 50



# 5

## Your smart electricity bill

### A | Key Bord Gáis Energy account information, including:

Your **account number**. Have this handy when contacting us.

The name of your **smart plan** and **contract end date** here. If you're not currently in contract with us, you won't see this line.

Your **meter number**, the unique number attached to your meter.

Your **MPRN** (meter point reference number) is an 11-digit number identifying your electricity meter and connection to the network.

### B | Bill issue date

Payment is taken 14 days after the issue date or with half hourly time of use tariffs, on the date you've chosen.

### C | Your electricity usage

This is the duration of time that your bill and charges relate to.

### D | Your electricity consumption

The amount of usage (kWh) during the time period and the associated cost.

### E | DG, MCC and profile

Your **DG** (distribution group) code helps us to understand your expected energy consumption.

Your **MCC** (meter configuration code) tells us your meter type.

Your **profile** is used for predictions, unnecessary with half hourly reads.

### F | Your balance summary

The current total balance of your account and payment due date. If your account is in credit, you'll see a minus (-) before the total digits.

### G | Your usage comparison graph

This graph shows how much electricity you've consumed (kWh) during this billing period in comparison to the previous year. This is only available when 12+ months of usage has been consumed. You'll also be able to see the usage for an average residential customer for comparison.

### H | Your bill breakdown

The period that the breakdown of your rates and charges relates to.

### I | Your time bands

Your usage split into time bands that show **usage**, **rate** and **amount** for each. Your charges breakdown for each time band is based on usage (kWh) multiplied by the cent value per kWh referenced in your rate column.

### J | Charges, taxes and discounts, including:

A fixed **standing charge** is the cost of providing your supply.

The **PSO** (Public Service Obligation) is a government-mandated levy created to support the generation of electricity from sustainable, renewable and indigenous sources.

Sam Sample  
 Any Street,  
 Any Town,  
 Any County

DG	MCC	Profile
DG1	MCC12	01

02 November 2023

## Hello, this is your Smart Electricity Bill

**Electricity usage**  
 28 Sep 2023 to 27 Oct 2023

**Electricity** 850 kWh / €271.69

Your energy consumption comparison (see back)  
 to 27 Oct 2022

to 27 Oct 2022	680 kWh
28 Sep 2023 to 27 Oct 2023	850 kWh
Average residential customer	325 kWh

### Your bill breakdown

28 Sep 2023 to 27 Oct 2023

#### Electricity

	Usage	Rate	Amount
Day	359 kWh	44.06 c/kWh	€158.18
Night	174 kWh	33.23 c/kWh	€57.82
Peak	40 kWh	61.44 c/kWh	€24.58
EV	277 kWh	11.23 c/kWh	€31.11
<b>Subtotal</b>			<b>€271.69</b>
Standing Charge	30 days	1.05 €/day	€31.58
Standing Charge Rebate	30 days	-1.0526 €/day	-€31.58
PSO Payment	1 months	-12.73 €/month	-€12.73
Employee Discount	-5%		-€13.58
Discount			-€13.58
VAT	9%		€22.08
<b>Total</b>			<b>€267.46</b>
Previous bill			-€495.79
Payment received			-€250.00
<b>Total</b>			<b>-€478.33</b>

Account Balance

# -€478.33

You do not need to do anything as your account balance is in credit

#### Important Information

Each year the CRU sets the Public Service Obligation (PSO) Levy. From 1 October 2023 it will be €0.00. For further details please visit [bordgaisenergy.ie](http://bordgaisenergy.ie)

#### Your Smart Meter Consumption

	Current Usage A
Day	359 kWh
Night	174 kWh
Peak	40 kWh
EV	277 kWh

Day - 8am - 5pm / 7pm - 11pm  
 Night - 11pm - 2am / 5am - 8am  
 Peak - 5pm - 7pm  
 EV - 2am - 5am

See reverse for your daily usage graph

#### Did you know?

- Don't leave the fridge door open for too long while getting food. For every 10 - 20 seconds the door is open it takes 45 minutes for the fridge to cool down to its original temperature.
  - A shower typically uses 20% of the energy compared to a full bath, so keep the bath as a treat.
- Learn more on [bordgaisenergy.ie](http://bordgaisenergy.ie)

Bord Gais Energy Limited  
 One Warrington Place, Dublin 2  
 VAT Number: IE 3234061GH

Emergency & faults Tel: 1800 372 999  
 See reverse for:  
 Fuel mix & CO2 emissions



The description and value of **discounts** applied to your bill.

You'll also see when your current discount is ending, if applicable.

The total of the bill excluding **VAT**, the total VAT charged and the total of the bill inclusive of VAT.

### K | Your smart meter consumption

A breakdown of your electricity usage for this bill displayed in kWh. You'll also see confirmation of the cut off times for each of the time bands and an explanation on how to identify which type of read your bill is based on.

### L | Your previous bill and any payment received

The total of your last bill and any payment received toward it in a minus figure. If your previous bill hasn't been fully paid, the balance will be included.

### M | Your bill total

Beneath VAT charges, the total amount due. If your bill is showing credit, you'll see the letters **CR** to the right.

### N | Message box

Messages can appear here.

### O | Did you know section

Helpful tips to reduce your usage.

# 6

## Smart electricity tariffs

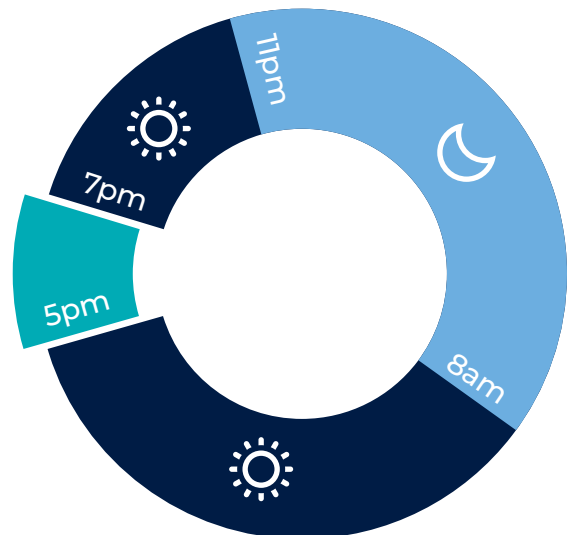
Choosing a smart electricity meter gives you even more options for cost saving and energy efficiency.

### Smart electricity plans

Smart electricity meters allow measurement of different time-bands for electricity usage, so we can offer you different rates according to the time.

Our **Time-of-Use tariffs** have different electricity rates depending on when you use electricity, meaning you can adjust your habits to save money on your bills. Our **Smart Standard** tariff has 3 time-bands: Day, Night and Peak\*.

- **Day time usage**  
8am to 5pm and 7pm to 11pm
- **Peak time usage (weekdays)**  
5pm to 7pm
- **Night time usage**  
11pm to 8am



\*Time-bands remain the same even if clocks change for Daylight Savings Time.



### **A choice of smart plans**

We offer a variety of smart plans to suit your life-style, including plans specially designed for homes with electric vehicles and Free Saturday or Free Sunday plans, with a day of free energy.

It's important to know that due to industry rules for smart metering, once you move to a smart tariff, you can't change back to a non-smart tariff or an old meter type.

### **No more estimated meter readings**

An electricity smart meter measures your electricity usage, like a traditional meter, without the need for estimated meter readings. So you no longer have to submit readings or have someone read the meter. Smart meters aren't yet available for gas.

### **Extra online insights**

When you register for our free Online Account Management, you'll unlock online tools just for smart meter customers on half-hourly tariffs. You can monitor exactly how much electricity you're using, set a spend goal and more.



## **Efficiency extras**

We offer a range of products and plans created to optimise your home's energy efficiency and maximise sustainability. Here are a few:

**Electric vehicle chargers.** Our own Hive EV charger models put the power to recharge right in your driveway. Installation includes a 12-month quality guarantee and 3-year product warranty. Perfect paired with our EV Smart Plan.

**Solar PV system.** Our team of experts creates a bespoke plan for your home using the best products on the market. With a solar PV system and a smart meter, you can earn valuable account credit for unused electricity your home generates through our Microgen Plan.



## Payment options

### Billing times

Your gas bill is sent every two months. When you choose a smart tariff for electricity, you can choose billing monthly or every two months and decide your bill date. Direct debit is taken 14 days after your bill date.

### Direct debit

Direct debit is the most convenient way to pay your gas and electricity bills and **the default selection for Smart tariffs**. Set up direct debit payments in your online account at [bordgaisenergy.ie](http://bordgaisenergy.ie). To create your account, you'll need your name, address, phone number and account number from your bill.

### Other ways to pay

If direct debit fails, you can pay in **cash** anywhere you see Payzone or PostPoint signs and at any post office. Or pay by **cheque** made out to Bord

Gáis Energy and sent to:

### Customer Service

Residential Electricity  
Bord Gáis Energy  
PO Box 10943  
Dublin 2

Cheque payments can take about five working days to appear on your account. Alternatively, you can pay **over the phone on 01 611 01 01**. You may lose your paperless payment discount if you choose not to use direct debit.

### Overdue accounts

If you've any problems paying your bill, give us a call on **01 611 01 06**. We'll work with you. We may have to withdraw your electricity or gas supply if your bill is left unpaid. You may also incur ESB Networks or Gas Networks Ireland charges. For more information, visit [bordgaisenergy.ie](http://bordgaisenergy.ie).



# 8

## Frequently asked questions

**Q | Can you help me understand my bill?**

**A |** Yes! Take a look at page 8 and 10. If you need more information, give us a call on **01 611 01 01**.

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

**Q |** 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 | How can I pay my bill?**

**A |** You can pay your bill online, over the phone, by Direct Debit, Payzone, PostPoint or by cheque. For more, see page 8.

**Q | I'm having difficulty paying my bill. What should I do?**

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

**Q | Who do I call if there's an issue with my gas or electricity supply?**

**A |** For connections, alterations or power quality problems with electricity, call ESB Networks on **1800 372 757**. If you lose your electricity supply or to report an emergency, call ESB Networks on **1800 372 999**.

For issues relating to gas, 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 or talking till. You can also nominate a carer. If you're on our Special Services Register, your supply won't be disconnected for non-payment of account between November and March each year.

We also have a Priority Register for electricity customers who are critically dependent on electrically powered equipment, which includes but is not limited to life protecting devices, assistive technologies to support independent living and medical equipment. If you're on this Register, your supply won't be disconnected at any time for non-payment.

You need to complete a form to join our Special Services or Priority Register. For more information, call us on **01 611 01 01** or visit [bordgaisenergy.ie](http://bordgaisenergy.ie). And see our Charter on page 12.

**Q | I currently get the electricity 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.

**Q | Who reads my electricity meter?**

**A |** Smart meters are read remotely, so you don't need



to submit readings for these meters. In rare cases, if communications fail, ESB Networks will send someone to read your meter manually.

**Q | I have a smart meter. How do I submit a reading?**

**A |** Your smart meter is automatically read remotely by ESB Networks, so there's no need to submit readings.

**Q | I've been told my smart meter can't support a half hourly time of use tariff (MCC 12). Why is this the case?**

**A |** Your smart meter needs to communicate remotely with ESB Networks to send meter readings. Sometimes the "Communications Technically Feasible" (CTF) value that applies is too low (i.e. the communications network is too poor to support half hourly meter readings being sent to ESB Networks. In this case, you will need to choose another one of our tariffs that does not need half hourly meter

## In an emergency

### Electricity

ESB Networks provides a 24/7 emergency response service.

Call to report a loss of electricity supply or an emergency like fallen power lines.

**1800 372 999**

### Gas

Contact Gas Networks Ireland

**1800 20 50 50**

readings such as our Standard Smart Tariff. For more information on this, please contact ESB Networks.



Visit our [website](#) for even more information about your smart meter.



## 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.



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



01 611 01 01



### **Customer service**

Residential electricity

Bord Gáis Energy

PO Box 10943, Dublin 2

For customers who are deaf or hard of hearing, we offer live webchat on our website.

Alternatively you can contact us through our **website** using our **webchat** feature.

Reach out on Twitter and Facebook **@bordgaisenergy**, Monday - Friday 8am - 5pm.

### **Complaints**

We really try to 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**. Alternatively, you can contact us through our website or write to us at:

**Customer service**  
Residential electricity  
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 for handling customers' complaints. You can find it on **bordgaisenergy.ie** or call us on **01 611 01 01** and to request a copy by post.

If your complaint is not resolved to your satisfaction after we've addressed it, you can contact the **Commission for Regulation of Utilities**.



customer@cru.ie



1800 404 404



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





## **Customer charter**

### **Our commitment to you**

Bord Gáis Energy is committed to providing you with consistently excellent 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 strive 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.

## **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](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.

