

Natural gas Sign Up



CODE OF PRACTICE

BGE/NG/SUCOP/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 Sign Up

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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 Training of our sales agents

Bord Gáis Energy will ensure that all of the sales agents who work for us and on our behalf are trained to a high standard and clearly understand the following information:

- The arrangements for competition in the market.
- The prices charged by us.
- The terms of our supply to you.
- The methods of payment we offer.
- The duration of the contract you are entering into.
- Our responsibilities contained in our marketing and other customer codes of practice.
- We are committed to ensuring that our employees or representatives / agents do not misrepresent us or portray other suppliers in a negative or inaccurate way.

We want to ensure that you are sold a quality product and one which you want to buy. If at any time you feel you have been mis-sold one of our products, please do not hesitate to get in contact with our customer service team on **01 611 01 01**.

Customers with special needs

We understand that some customers have special needs. Bord Gáis Energy will endeavour to ensure that any sales contact our agents have with you is appropriate to your needs.

We are committed to ensuring that our employees or representatives / agents do not exploit a person's

inexperience or vulnerability or apply undue pressure when marketing to a customer.

3 Marketing by telephone, in person, by email and by SMS

When engaged in telephone marketing, our sales agents will clearly identify:

1. His/her name
2. Our company name
3. The purpose of the call/visit
4. Our sales agents will always carry identification showing their name, photograph, our company name and details of a phone number to call to verify this.

When engaged in person to person marketing we will ensure that the customer is provided with a doorstep checklist upon signing up during the visit. We will actively confirm that the customer has read the doorstep checklist and that they understand that they are switching to a specified product with a specified payment method. If at any time you indicate that you wish to terminate the call or visit we will do so. If requested, we will inform you how to be removed from our marketing database.

Unless requested by the customer we will not telephone or visit:

1. On Christmas Eve
2. On Public or Bank Holidays
3. On Sundays

4. Outside the following times:
9.00 a.m. to 9.00 p.m.
on weekdays and
9.00 a.m. to 7.00 p.m.
on Saturdays.

When engaged in marketing by email we will include:

1. Our name and address
2. Our email address
3. Our contact numbers
4. Details of how to unsubscribe at no extra cost

When engaged in marketing by SMS we will include:

1. Our name
2. Details of how to unsubscribe at no extra cost

4 The Sign-Up Process

When signing-up a customer we promise to give you the following information:

- Energy offer / product that you are being signed up to and explain the associated charges.
- A copy of the terms and conditions of supply, contract and the rates that apply to the product you are signing up to.
- Details regarding the cooling off period that applies, including

the conditions, time limit and procedures for exercising the right to cancel a contract with us

- When the cooling off period starts
- A Cancellation Form together with the Doorstep Checklist (doorstep sales only)
- Whether you are eligible to register as a Vulnerable Customer and if so, the steps you have to take to register

5 Opting Out of Marketing

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.

6 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

7 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 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:	customer-care@cru.ie
Web:	www.cru.ie/customer-care

8 Contact details

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.
