



Welcome to
**smart electricity
for your home**



Smart electricity for your home

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Hello and welcome to Bord Gáis Energy!

Thanks for choosing us as your 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 smart meter.

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.

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Getting started

We like to keep things simple. Your new smart meter communicates with ESB Networks without the need for meter readings. ESB Networks will read the meter remotely, and send us actual up-to-date reads.*

More choices

Your 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.

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.

Find out more

For more about our price plans and how we calculate your bill, visit **bordgaisenergy.ie**.



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

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

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Keep track online and on the go

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

Your **Online Account Management** (OAM) is full of helpful tools. Depending on your plan, you'll be able to:

- ▶ 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 energy

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

Our phone services

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

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Reading your 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 with your own usage.

H | Your bill breakdown

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

I | Your time bands

Within this table, you will see 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

Account number: 1234567890
 Your plan: Plan Name
 Contract end date: 06 September 2024
 Meter number: 1234567
 MPRN: 100000000000

Sam Sample
 Any Street,
 Any Town,
 Any County

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 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

	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
Subtotal			€271.69
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
Discount		-5%	-€13.58
Discount			-€13.58
VAT		9%	€22.08
Total			€267.46
Previous bill			-€495.79
Payment received			-€250.00
Total			-€478.33

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

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

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

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

112311110652068190000001931039

of electricity from sustainable, renewable and indigenous sources.

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

M | Your bill total

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

N | Message box

Messages relating to your balance on the bill can appear here.

O | Did you know section

Helpful tips to reduce your usage.

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Smart tariffs

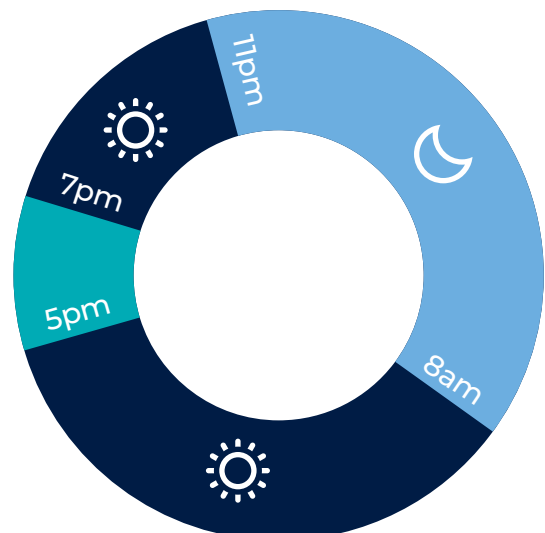
Choosing a smart meter gives you even more options for cost saving and energy efficiency.

Smart plans

Smart 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**
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

A 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.

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

Smart payment options

Get more payment options by choosing a smart tariff that collects data every half hour.

- Choose whether to receive bills monthly or every two months
- Choose your bill date. Direct debit is taken 14 days after your bill date.
- Your bill is based on actual reads except in rare cases.

Direct debit

Direct debit is the most convenient way to pay your bills and **the default selection for Smart tariffs**. Set up direct debit payments in your online account at 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 supply if your bill is left unpaid. You may also incur ESB Networks charges. For more information, visit bordgaisenergy.ie.



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Frequently asked questions

Q | Can you help me understand my bill?

A | Yes! Take a look at page 5. 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. 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. For more, see page 8.

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

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

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. 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 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.



In an emergency

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



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



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
- 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.

