

# your natural gas bill



Mr Sam Sample,  
Any Street,  
Any Town,  
Any County

Billing period 16 Mar 10  
01 May 10

Date of issue 16 Apr 10

Account number 1234567890

METER NO.	METER READINGS			CONVERSION			GAS USED kWh	GPRN	AC BAND
	PRESENT	MINUS	PREVIOUS	=	UNITS	X			
000001	14626		12314		2312m <sup>3</sup>		11.3911	0123456	Y

A: Amended reading / C: Reading taken by customer / E: Estimated reading

### Previous Balance

AMOUNT €

€628.78

### Large Residential User (17 Mar 10 to 30 Apr 10)

Standard Charge 0.164 for 45 days	€7.38
Unit Rate 0.022 for 17,785 kWh	€391.27
Site Charge 45 days 2.43396	€109.53
Total excluding V.A.T.	€508.18
V.A.T. @ 13.5%	€68.60
Total including V.A.T.	€576.78

### Large Residential User (1 May 10 to 1 May 10)

Standard Charge 0.164 for 1 days	€0.16
Unit Rate 0.022 for 395 kWh	€8.69
Site Charge 1 days 2.43396	€2.44
Carbon Tax 0.00277 for 395 kWh	€1.09
Total excluding V.A.T.	€12.38
V.A.T. @ 13.5%	€1.67
Total including V.A.T.	€14.05

€576.78

€14.05

Bord Gáis Energy are reducing the unit price of natural gas by an average of 8% from 1st February.

General enquiries  
**1850 632 632**  
Emergency number  
**1850 20 50 50**

**Bord Gáis Éireann**  
Registered office:  
Gasworks Road, Cork  
VAT Number: IE 9Y661020

CREDIT FINANCE INCLUDED

PLEASE PAY BY

TOTAL €

None

Overdue

€1,219.61

Direct Debit – The easy way to pay your bill.  
Phone 1850 632 632

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CASHIERS  
STAMP  
& INITIALS

AIB Bank, 40/41 Westmoreland Street, Dublin 2  
Account number: 13007016 Sort code: 93-33-84 BIC: AIBKIE2D  
IBAN: IE95 AIBK 9333 8413 0070 16



BANK GIRO CREDIT TRANSFER

CASH COINS	€	
TOTAL CASH	€	
CHQs. ETC.	€	

Customer account no.

1234567890

Mr. Sam Sample

TOTAL € €1,219.61

PLEASE DO NOT MARK BELOW THIS LINE

01234 123456789012 0123456 931039

93007016 89

## BORD GÁIS ENERGY Contact details

For account or other enquiries please ensure you have your account number ready when you call us. We can only discuss gas account information with the account holder.

Tel **1850 632 632**  
+353 1 602 1495 (outside Ireland)  
Fax 1850 631 631  
Minicom 1850 630 630 (for hearing impaired customers with Minicom equipment)  
Web [www.bordgaisenergy.ie](http://www.bordgaisenergy.ie)  
Email [info@bordgais.ie](mailto:info@bordgais.ie)  
Address Customer service, Natural gas  
Bord Gáis Energy  
PO Box 10943, Dublin 1

## PAYMENT METHODS

### Direct Debit

Tel 1850 632 632, please have bank account details to hand  
Web [www.bordgaisenergy.ie](http://www.bordgaisenergy.ie)  
Choose 'Register here'

### 24 hour telephone payment service

Tel 1850 632 632 English/Irish service  
1850 633 633 Polish/Russian/  
Mandarin Chinese service

You can pay with your Laser or credit card. You can also check your account balance, last payment amount and date, and last bill date.

### Online

You can pay your bill online using your Laser or credit card. Visit [www.bordgaisenergy.ie](http://www.bordgaisenergy.ie) and choose 'Register here'

### Cash

At any retail outlet where you see PayPoint, Payzone or PostPoint signs and at any Post office. You can pay your bill in full or make a part payment to a minimum of €20. Please have your bill with you.



### Cheque

Please make your cheque payable to Bord Gáis Energy. Send your cheque, together with your completed bank giro credit transfer slip attached to the bottom of this bill to our address listed above. Please do not send cash in the post.

### ATM

Bank of Ireland customers may pay their Bord Gáis Energy bill through any PassPoint ATM. *Please allow 5 working days for payments to appear on your account.*

## Natural gas Direct Debit mandate

Originator number: 300249

### Bank/Building Society account details

Name of Bank / Building Society

Address

Account name

Account number

Sort code

(Banks may decline to pay Direct Debits from certain types of accounts)

Natural gas account details Account number

Name of account holder(s)

I wish to pay by (tick relevant):  Bill pay Direct Debit

Plan-Pay Direct Debit: date of first payment **DD:MM:YY** (PLAN-PAY ONLY)

## MOVING HOME

If you wish to cancel your gas supply contract you must give us seven days notice in writing or call us on: 1850 632 632

You must also supply us with:

- a final meter reading
- a forwarding address for your final bill
- the name of the incoming occupant, their contact number and previous address, to avoid interruption of supply.

If you cannot provide this you must provide us with access so that we can lock the meter. A connection fee of €140.16 will apply to the incoming occupant to unlock the meter. Please note that you will remain liable for the gas consumed until such notification is supplied to us, and where necessary, access is provided to lock the meter.

## SERVICING

To arrange a servicing or repair appointment for your appliances:

Tel 1850 632 632  
Email [servicing@bordgais.ie](mailto:servicing@bordgais.ie)  
Web [www.bordgaisenergy.ie](http://www.bordgaisenergy.ie)  
Choose 'Register here'

## METER READING

To submit a meter reading:

Tel 1850 632 632 English/Irish service  
1850 633 633 Polish/Russian/  
Mandarin Chinese service

## CUSTOMER INFORMATION

Standard terms and conditions of gas supply apply and your acceptance of these is a condition of continued supply. We have codes of practice covering payment of your energy bill, marketing, special services register and handling customers' complaints. To obtain a copy of the terms and conditions of supply, customer charter or codes of practice:

Tel 1850 632 632  
Web [www.bordgaisenergy.ie](http://www.bordgaisenergy.ie)

## COMPLAINTS

You can register a complaint with us in any of the following ways:

Tel 1850 632 632  
Email [info@bordgais.ie](mailto:info@bordgais.ie)  
Address Customer service, natural gas  
Bord Gáis Energy  
PO Box 10943, Dublin 1

## APPEALS

In the event that you are not happy with the response to your complaint, or the way we have handled it, you may request that your complaint be escalated to the Commission

for Energy Regulation. The commission has responsibility for overseeing the regulation of Ireland's electricity and gas sectors. Your complaint will only be reviewed by the commission after it has been through our internal escalation process.

Tel 1890 404 404  
Email [energycustomers@cer.ie](mailto:energycustomers@cer.ie)

## CARBON TAX

The 2010 Finance Bill introduced a carbon tax to be applied to mineral oils, natural gas and solid fuels supplied for combustion in Ireland. The tax for natural gas is derived from the rate of €15 per tonne of Carbon Dioxide (CO<sub>2</sub>) emitted and is to be applied to your gas bill effective 1st May 2010 at a rate of 0.307cent/kWh. For further details see [www.finance.gov.ie](http://www.finance.gov.ie)

## OVERDUE & ARREARS BILLS

Customers with payment difficulties should contact us in confidence: 1850 78 77 88  
Gas supply may be withdrawn if your account is overdue. Reconnection of supply requires a validated declaration of conformance. Fees which will be incurred, should supply be withdrawn are as follow:

Meter lock: €70.08 inc VAT  
Meter unlock: €70.08 inc VAT  
Meter disconnection: €159.07 inc VAT  
No access or no safety cert on site €54.85 inc VAT  
Late cancellation fee €21.94 inc VAT  
*after 13.00 previous working day*

## ABBREVIATIONS

GPRN Gas Point Registration Number – a unique number used to identify a connection to the gas network  
AC Band Annual Consumption Band – a letter associated with your estimated annual gas usage. The bands are set out below:  
A Less than 6,000 kWh  
B 6,000 kWh to 23,500 kWh  
C 23,500 kWh to 73,000 kWh  
Y 73,000 kWh to 750 MWh  
Z 750 MWh to 5,500 MWh

## BORD GÁIS NETWORKS Contact details

### 24 hour Gas Emergency service line: 1850 20 50 50

To request new connections, alterations to the gas service or meter position: **1850 200 694**

### Instructions to the bank

I instruct you to pay Direct Debits from my bank account at the request of Bord Gáis Éireann. I understand that amounts may vary. I understand that Bord Gáis Éireann may change the amounts and dates only after giving me prior notice. I will inform the bank in writing if I wish to cancel this instruction. I understand the bank will make a refund.

Signature

2nd signature

Date

Please complete and return to:

Customer service  
Natural gas  
Bord Gáis Energy  
PO Box 10943, Dublin 1