



Bord Gáis Energy Code of Practice for Customer Contact

**Contact with Customers under the Regulated Tariff
Formula**

1. Introduction

- 1.1 This Code of Practice has been developed in response to the Commission for Energy Regulation's (CER's) direction¹ to Bord Gáis Energy (BG Energy) regarding the Regulated Tariff Formula (ref: CER/08/197). The purpose of this document is to set out an acceptable level of contact for BG Energy staff interacting with customers who are supplied or are eligible to be supplied under the Retail Tariff Formula (RTF) by BG Energy.
- 1.2 This Code of Practice will be issued to all BG Energy staff interacting with current and eligible RTF customers.
- 1.3 This Code of Practice requires that the conduct of BG Energy' business be carried out in a fair, nondiscriminatory and professional manner at all times.

2. Internal Management

2.1 Training

BG Energy will carry out regular training programmes for its staff interacting with current and eligible RTF customers, in relation to RTF procedures and compliance, and it's obligations with respect to its Natural Gas Supply Licence.

2.2 Auditing

BGE's Internal Auditors will carry out regular reviews of correspondence with RTF customers to ensure compliance with this Code. Breaches of the Code will be subject to BG Energy normal disciplinary procedures. Where a serious breach of the Code occurs BG Energy may be subject to audit and review by the CER.

2.3 Reporting and Monitoring

BG Energy will report on compliance monitoring to CER in a manner and format approved by CER. CER may, following discussions with BG Energy, amend the terms of this Code of Practice or the method of Code of Practice for Customer Contact.

¹ In its decision, CER/04/306, the CER directed BG Energy to document a code of practice for customer contact. In it's latest decision, CER/08/197, the CER issued another direction to BG Energy to amend the code of practice for customer contact to reflect its latest decision. This code is subject to the approval of the CER. Reference to the 'RTF Direction' throughout this code refers to the latest Direction, published by the CER and which may change from time to time

3. Contact with Eligible/Current Customers

- 3.1 When responding to a contact from a current/eligible customer or when contacting a current/eligible customer, BG Energy should comply fully with the wording and spirit of the RTF Direction.
- 3.2 BG Energy will ensure that any information or services discussed with a current/eligible customer is consistent with the conditions of its supply license and with any CER Direction in relation to the RTF
- 3.3 Where requested to provide RTF price quotations, BG Energy do so in full accordance with the RTF Direction. BG Energy staff shall not provide prices outside of the RTF Direction to customers who are eligible for the RTF. If there is a lack of clarity on the application of an aspect of the pricing formula in relation to a particular product then BG Energy staff will revert to the BG Energy Sales Manager who will seek clarification from the CER prior to advising the customer.
- 3.4 Where requested to provide comment on a competing offer, BG Energy shall not discuss, in any circumstance, the financial standing, competence or integrity of a competing supplier, unless BG Energy's discussion on a competing offer relates to factual inaccuracies or misrepresentations made by the competing supplier.