



# **Bord Gáis Energy Code of Practice for Customer Contact**

**Contact with Customers under the Fuel Variation  
Tariff Regime**

## **1. Introduction**

- 1.1 This Code of Practice has been developed in response to a request from the Commission for Energy Regulation's (CER's) to Bord Gáis Energy (BG Energy) regarding the Fuel Variation Tariff (ref: CER/07/097). 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 Fuel Variation Tariff by BG Energy.
- 1.2 This Code of Practice will be issued to all BG Energy staff interacting with current and eligible FVT 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 FVT customers, in relation to FVT 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 FVT 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.

### **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 FVT Direction<sup>1</sup>.
- 3.2 BG Energy is required to 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 FVT.
- 3.3 Where requested to provide FVT price quotations, BG Energy do so in full accordance with the FVT Direction. BG Energy staff shall not provide prices outside of the FVT Direction to customers who are eligible for the FVT. 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.

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<sup>1</sup> The FVT Direction refers to the FVT Decision Paper (CER/07/097) establishing the Fuel Variation Tariff Regime. However, this direction may change from time to time under direction of the CER, therefore when referring to the FVT Direction, BG Energy shall apply this code of practice in accordance with the latest Direction as published by the CER.