

**Residential electricity
Special services
register**

CODE OF PRACTICE

think beyond



www.bordgaisenergy.ie

If you need help or advice
please contact us:

Tel: 1850 22 22 55	Customer service
Fax: 1850 22 22 52	Residential electricity
elecinfo@bordgais.ie	Bord Gáis Energy
Minicom: 1850 22 22 53 (for hearing impaired customers)	PO Box 10943, Dublin 1

Please note that to maintain the highest level of service we may monitor and record calls.

Bord Gáis Energy

Code of practice

Residential electricity

Special services register

1	Caring for customers who require special services	4
2	Our promise	5
3	Priority support register	5
4	Special services register	6
5	Complaints procedure	8
6	Contact details	9
7	Registration form for priority support customers	11
8	Registration form for special services	13

1 Caring for customers who require special services

Bord Gáis Energy is committed to treating all of our customers both fairly and equally, and to providing special services for our customers with special needs. In particular, we are concerned about those residential customers who are dependent on home electrical medical equipment or have other special requirements.

That is why we have developed a priority support and special services register for customers who would prefer to have some of our services adapted to suit their needs.

This code of practice sets out the services we offer to customers on our priority support and special services registers.

A Priority support register

If you or someone living in your household is dependent on home electrical equipment that is vital to your or their health we would like you to register with us.

Details of customers who register with us will be sent to ESB Networks for inclusion on the industry register. This will enable ESB Networks to identify those customers who are particularly vulnerable to an electricity supply interruption.

You qualify if you use the following medical equipment in your home:

Life support equipment

Home dialysis
Oxygen concentrator
Peg tube feeding pump
Personal suction machine
Total parental nutrition machine
Ventilator

Non-life support equipment

Electric hoist
Electric pressure relieving mattress
Household lift
Nebuliser

B Special services register

You qualify if you are:

- Elderly – 66 years or older
- A person with a mobility, a hearing or sight disability

If you would like to be considered for inclusion in either of these confidential schemes please fill out the relevant application form attached to this booklet. We will take account of your specific needs and try to consider your individual requirements. We will forward details of customers who register with us to ESB Networks for inclusion in the industry register.

2 Our promise

- We will promote this code of practice so you can easily get a copy.
- We will train our staff to deliver the promises we make in this code, and will keep our training up to date.
- We will deal with all customer enquiries courteously and fairly while in accordance with stated policy.
- We will keep all the information you give us in the strictest confidence.
- We will work with you in finding a suitable plan for settling your bills.
- We will provide you with a choice of ways to communicate with us.
- We will make all reasonable efforts to ensure that registered priority support customers (those dependent on medical equipment) are not disconnected at the request of Bord Gáis Energy.
- We will make all reasonable efforts to ensure that customers, registered as elderly, are not disconnected at the request of Bord Gáis Energy during the winter months November to March inclusive.
- We will make it easy for you to make a complaint.
- We will monitor the service we give to make sure we are keeping our promises.

3 Priority support register

We offer a priority support register for customers or anyone in the household who is reliant on electrical home medical equipment, both life supporting and non-life supporting. If you depend on electrical equipment that is vital to your health, we would like you to register with us. This equipment includes home dialysis, oxygen concentrators, household lift, nebulisers, total parental nutrition machine, electric hoists etc.

Details of customers who register with us will be sent to ESB Networks for inclusion on the industry register. This will enable ESB Networks to identify those customers who are particularly vulnerable to an electricity supply interruption.

4 Special services register

Bord Gáis Energy offers a special services register for customers who are elderly, or have a hearing, vision or mobility difficulty. Details of customers who register with us will be sent to ESB Networks for inclusion on the industry register.

Customers who register on the special services register can avail of the following services:

Nominate a carer

If you have a relative, carer or someone who would normally look after your bills, then you might want your Bord Gáis Energy bill to be sent directly to them. You just need to give us their name and address with your written consent to redirect your bill.

With your permission, we can send them any correspondence on your behalf or contact them if we need to get in touch with you.

Help with reading & understanding your bill

We can help if you are blind or visually impaired. If you have difficulty reading your bill you can let us know you wish to avail of a talking bill. We will phone you when you have received your bill and explain your bill details. This gives you an opportunity to ask any questions you may have.

Difficulty with paying your bill

Please tell us straight away if you have any difficulty in paying your bill. We will deal with each case individually and take your circumstances into account. We are committed to helping you keep your electricity supply and will only discontinue the supply if we have no other choice.

We will engage with Community Welfare Officers, Money Advice & Budgeting Services, Society of St Vincent de Paul or other recognised charities for help in paying your electricity bill, if you give us permission.

We will make all reasonable efforts not to disconnect customers who are dependent on home life support medical equipment and who have registered with us.

We will make all reasonable efforts not to disconnect your supply between 1st November and 31st March if you are registered with us as an elderly customer and you:

- **Live alone** *or*
- **Live with other people, all of whom are of 66 years or older** *or*
- **Live with other people, all of whom are less than 16 years of age.**

We must, however, ultimately receive payment from you for the electricity that we supply.

Special communications services

If you have hearing difficulties and you have a minicom you can get in touch with us using the following number:

Minicom service: 1850 22 22 53

General customer enquiries:
1850 22 22 55

Alternatively you can email us on elecinfo@bordgais.ie or send us a fax message on **1850 22 22 52**.

For customers who may be blind we can send you copies of our terms and conditions of supply, customer charter and codes of practice on CD or audio cassette by request.

Visiting your home

Always make sure that any caller to your home, who says they are representing a company, is telling the truth. Don't let anyone into your home until you've seen proof of his or her identity. All our representatives who may visit your home will carry an identification card with their photograph on it.

If you still have doubts about the identity of the person at your door you can call us on **1850 47 48 49** to make sure that the person is from Bord Gáis Energy.

Please don't feel embarrassed about asking for identification and always take the time to check the caller's identity thoroughly before you let them in. Our representatives won't mind at all.

Interruptions to your electricity supply

We realise that some customers may spend a lot of time at home and may depend on their electricity for medical equipment, heating and cooking facilities more than other groups of customers.

If your electricity supply goes off at any time, phone ESB Networks on **1850 372 999**.

5 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 **1850 22 22 55** and we will try and resolve the matter over the telephone.

Alternatively you can write to:

Customer service
Residential electricity
Bord Gáis Energy
PO Box 10943, Dublin 1
By email to elecinfo@bordgais.ie

It is our aim to settle any concerns as quickly and as fairly as possible. If you write to us with a billing query or complaint, we will respond to you within 10 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 four weeks or an action plan will have been agreed with you. In all cases, we will keep you informed about progress in resolving the matter.

We have a code of practice on handling customers' complaints.

To receive a copy please call us on **1850 22 22 55** or you may view it online at www.bordgaisenergy.ie

If following a review and written response from one of our customer care managers you are still not satisfied, you may contact the energy customers team at the Commission for Energy Regulation.

The complaint should only be passed to the commission after it has gone through the Bord Gáis Energy internal escalation process. The commission operates as an independent review body and issues rulings on complaints on a case by case basis.

The office of the Commission for Energy Regulation can be contacted by the following means:

Address:

Energy Customers Team
Commission for Energy Regulation
The Exchange, Belgard Square North
Tallaght, Dublin 24

Tel: 1890 404 404

Fax: 01 4000 850

Email: energycustomers@cer.ie

Web: www.cer.ie

Please note that Bord Gáis Energy is not in a position to resolve queries or issues relating to ESB Networks.

6 Contact details

We'd 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
Residential electricity
Bord Gáis Energy
PO Box 10943, Dublin 1**

Please ensure that you have your account number ready when you call us, as we can only discuss account information with the account holder.

Customer service: 1850 22 22 55

Customer service fax: 1850 22 22 52

Customer service email:
elecinfo@bordgais.ie

Minicom: 1850 22 22 53
(for hearing impaired customers)

Our website

Visit our website at www.bordgaisenergy.ie to see more useful information on our services.

For electricity supply failure and emergencies call ESB Networks 24 hour service on 1850 372 999.

Application Forms

Registration form for priority support services

ACCOUNT HOLDER DETAILS

Name: _____
Address: _____
Phone number: _____ Minicom: _____
Account number*: _____
MPRN number**: _____

**You will find your account number on the top right hand side of your electricity bill*

If you are a new customer without an account number, please provide your MPRN number only

EQUIPMENT DETAILS

Name of person reliant on equipment: _____

Please tick the appropriate box(es) to advise us of the type of equipment used:

Life support:

- | | |
|---|---|
| <input type="checkbox"/> Home dialysis | <input type="checkbox"/> Oxygen concentrator |
| <input type="checkbox"/> Peg tube feeding pump | <input type="checkbox"/> Personal suction machine |
| <input type="checkbox"/> Total parental nutrition machine | <input type="checkbox"/> Ventilator |

Non-life support:

- | | |
|---|---|
| <input type="checkbox"/> Electric hoist | <input type="checkbox"/> Household lift |
| <input type="checkbox"/> Electric pressure relieving mattress | <input type="checkbox"/> Nebuliser |

***You will find your MPRN number on the top right hand side of your electricity bill*

Fold and seal edges

NOMINATE A CARER

If you wish to nominate a carer or another third party to deal with your bill and your correspondence, please fill in their details below.

Name: _____
Address: _____
Phone number (optional): _____

Please note we may seek written evidence from a medical professional as to the validity of the details provided

Account holders signature: _____
Date: _____

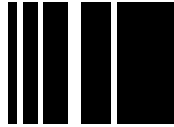
In filling out this form I understand that my details will be passed to ESB Networks for inclusion on the Industry Register.

When the form is complete, tear along the perforation, fold the page in half and seal the edges .

Send this completed form to Customer service, Residential electricity, Bord Gáis Energy, PO Box 10943, Business reply, Dublin 1.

Tear along perforation

No stamp necessary if posted in the Republic of Ireland.
Postage will be paid by licensee.



Licence No. DN 5453

Customer service
Residential electricity
Bord Gáis Energy
PO Box 10943
Business reply
Dublin 1



Registration form for special services

PART A - YOUR DETAILS

Your name: _____

Your address: _____

Phone number: _____ Minicom: _____

Your account number*: _____

Your MPRN number**: _____

How would you describe yourself?

- I am blind or partially sighted I am aged 66 or over and live alone, with minors or other elderly people
- I have mobility difficulties
- I am deaf or hard of hearing

**You will find your account number on the top right hand side of your electricity bill*

If you are a new customer without an account number, please provide your MPRN number only

***You will find your MPRN number on the top right hand side of your electricity bill*

Nominate a carer

If you wish to nominate a carer or another third party to deal with your bill and your correspondence, please fill in their details below.

Name: _____

Address: _____

Phone number (optional): _____

In filling out this form you agree to share the information in Part A of the form with ESB Networks for inclusion on the Industry Register.

Fold and seal edges

PART B - REGISTERING FOR SPECIAL SERVICES

Services for customers who are blind or partially sighted

Blind or partially sighted customers can receive our terms & conditions and codes of practice on compact disc or audio cassette, please select which format you would prefer.

- Compact disc (CD) or Audio cassette
- Blind or partially sighted customers can access a talking bill

Please note you may be asked for proof of status

Signed: _____

Date: _____

When the form is complete, tear along the perforation, fold the page in half and seal the edges.

Send this completed form to Customer service, Residential electricity, Bord Gáis Energy, PO Box 10943, Business reply, Dublin 1.

Tear along perforation

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