

Natural gas
Special services
register

CODE OF PRACTICE

think beyond



www.bordgaisenergy.ie

**If you need help or advice
please contact us:**

Residential gas contact details

Tel: 1850 632 632

Fax: 1850 631 631

info@bordgais.ie

Minicom: 1850 630 630

(for hearing impaired customers
with their own minicom equipment)

Customer service

Residential natural gas

Bord Gáis Energy

PO Box 10943, Dublin 1

Business gas contact details

Tel: 1850 427 349

Fax: 1850 427 350

businessdirect@bordgais.ie

Customer service

Business natural gas

Bord Gáis Energy

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
Natural gas
Special services register

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1 Special services register

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.

That is why we have developed a confidential special services register for residential 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 special services register.

Who can join?

You qualify if you are:

- Elderly – 66 years or older and you live alone or with other elderly people or minors (under 16) *or*
- A person with a mobility, hearing or sight disability.

If you would like to be considered for inclusion in this confidential scheme please fill out the registration form attached to the back of this booklet. We will take account of your specific needs and try to consider your individual requirements.

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 ask your views about our services.
- 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 Personalised 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 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 and 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 and receive your bill in one of the following formats:

- **Braille bill**
It may take a little longer to get your bill to you.
- **Talking bill**
We make life easier by having a member of staff phone you with details of your latest bill. This gives you the opportunity to ask any questions that you may have. We will still send you your bill in the normal way.

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 gas supply and will only discontinue the supply if we have no other choice.

Bord Gáis Energy works with the Department of Social and Family Affairs in operating the natural gas allowance and household budget schemes.

We will engage with community welfare officers, money advice and budgeting service, Society of St. Vincent de Paul or other recognised charities for help in paying your gas bill, if you give us permission.

We will not 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 natural gas that we supply.

Special communications services

- If you have hearing difficulties and you have minicom equipment you can get in touch with us using the following number:
Customer service: **1850 630 630**.
- Alternatively you can email us at **info@bordgais.ie** or send us a fax message to **1850 631 631**.
- For customers who may be blind we can send you copies of our terms and conditions of gas 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 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 telephone Bord Gáis Networks on **1850 200 694** to make sure that the person is from Bord Gáis.

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 gas supply

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

If your gas supply goes off at any time, telephone Bord Gáis Networks on **1850 200 694**.

4 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 632 632** and we will try and resolve it over the telephone.

Alternatively, you can write to:

Customer service
Bord Gáis Energy
PO Box 10943, Dublin 1
Email: info@bordgais.ie

It is our aim to settle any concerns as quickly and as fairly as possible.

If you write to us with a complaint, we will respond to you within ten 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 the progress in resolving the matter. We have a code of practice on handling customers' complaints. To receive a copy please telephone us on **1850 632 632** or you may view it online at www.bordgaisenergy.ie

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

The complaint should only be passed to the commission after it has gone through the Bord Gáis Energy internal complaints escalation process.

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: 01 4000 800

Fax: 01 4000 850

Email: energycustomers@cer.ie

Web: www.energycustomers.ie

5 Contact details

We would prefer you to phone rather than write because it is quicker, more direct and easier to answer your questions straight away. However, if you wish to write, our address is:

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

In order to maintain the highest level of service we may record and monitor telephone calls.

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

| | |
|------------------|--------------|
| Tel: | 1850 632 632 |
| Fax: | 1850 631 631 |
| Minicom service: | 1850 630 630 |

(For hearing impaired customers with their own minicom equipment)

| | |
|---------------------|--|
| Web: | www.bordgaisenergy.ie |
| Email: | info@bordgais.ie |
| 24 hour Dial-a-Read | 1850 427 732 |

Call this number to register your meter reading – have your GPRN number (top right hand side of your bill) and meter reading to hand. Bord Gáis Networks will ensure your reading is recorded for your next bill.

Emergency reporting:

Bord Gáis Networks

24 hour gas emergency line:

1850 20 50 50

BGN provide the emergency response service for all gas users. In the interest of public safety, all emergency messages are recorded.

6 Special services registration form

Please complete this registration form to join the special services register. You must give us details of your special needs in Part A in order that you are registered correctly.

If you wish to receive any of the additional special services you must also tell us which services you wish to receive in Part B.

On completion of the special services registration form please tear along the perforated line and return to:

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

Registration form for special services

PART A - YOUR DETAILS

Your name: _____

Your address: _____

Phone number: _____ Mobile: _____

Minicom (if applicable): _____

Your account number*: _____

Your GPRN number**: _____

How would you describe yourself?

- | | |
|--|---|
| <input type="checkbox"/> I am blind or partially sighted | <input type="checkbox"/> I am aged 66 or over and live alone, with minors or other elderly people |
| <input type="checkbox"/> I have mobility difficulties | |
| <input type="checkbox"/> I am deaf or hard of hearing | |

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

***You will find your GPRN number on the top right hand side of your natural gas 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 Bord Gáis Networks (BGN). This allows BGN to provide you with additional services to suit your customer category.

PART B - REGISTERING FOR SPECIAL SERVICES

Services for customers who are blind or partially sighted

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

- | | | |
|--|-----------|---|
| <input type="checkbox"/> Compact disc (CD) | <u>or</u> | <input type="checkbox"/> Audio cassette |
| <input type="checkbox"/> Talking bill | <u>or</u> | <input type="checkbox"/> Braille bill |

Please note you may be asked for proof of status

Signed: _____

Date: _____

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

Foirm Cháraithe do sheirbhísí speisialta

CUID A - DO SHONRAÍ

D'Ainm: _____

Do sheoladh: _____

Uimhir Theileafóin: _____

Minicom: _____

D'uimhir chuntais*: _____

D'uimhir MPRN**:

Cén chaoi a ndéanfa cur síos ort féin?

Táim dall nó caoch

Tá fadhbanna
soghluaisteachta agam

Táim bodhar nó tá fadhb
éisteachta agam

Táim 66 bliain d'aois nó níos
mó agus cónaím i m'aonar,
le mionaoisigh nó le daoine
scothaosta eile

**Gheobhaidh tú
d'uimhir chuntais ar
bharr do bhille gáis
nádúrtha ar thaobh na
láimhe deise*

*Más custaiméir
nua thú gan uimhir
chuntais, tabhair
d'uimhir MPRN
amháin le do thoil*

***Tá d'uimhir MPRN
le fáil ag barr do
bhille gáis nádúrtha,
ar dheis*

Ainmnigh Cúramóir

Más mian leat cúramóir nó tríú páirtí eile a ainmniú chun déileáil le do bhille agus le do chomhfhreagras, líon amach na sonraí thíos le do thoil.

Ainm: _____

Seoladh: _____

*Fill agus séalaighna
taobhanna*

Uimhir Theileafóin (roghnach): _____

Nuair a líonann tú amach an fhoirm seo aontaíonn tú an t-eolas atá i gCuid A den fhoirm seo a roinnt le Bord Gáis Networks.

CUID B - CLÁRÚ LE HAGHAIDH SEIRBHÍSÍ SPEISIALTA

Seirbhísí do chustaiméirí atá dall nó caoch

Is féidir le custaiméirí atá dall nó caoch ár dtéarmaí & coinníollacha a fháil ar dhlúthdhiosca nó ar chochaiséad, roghanaigh an fhoirmid ab fhearr leat le do thoil.

Dhlúthdhiosca (CD) nó Closchaiséad

Tá teacht ag custaiméirí dall nó caoch ar bhille labhartha

*Tabhair faoi deara
le do thoil gur féidir
cruthúnas stádaís a
iarraidh ort*

Sínithe: _____

Dáta: _____

*Tuigim agus an fhoirm seo á líonadh amach agam go gcuirfeair mo
shonraí ar aghaidh go dtí Bord Gáis Networks.*

Nuair atá an fhoirm seo comhlánaithe, stróic ag an bpolladh é, déan an leathanach a dhúbailt agus séalaigh na taobhanna.

**Seol an fhoirm chomhlánaithe seo chuig Seirbhísí do chustaiméirí,
Gás nádúrtha tí, Bord Gáis Energy, Bosca Oifig Phoist 10943,
Saorfhreagra, Baile Átha Cliath 1.**

5 Sonraí teagmhála

B'fhearr linn dá gcuirfeá gloach orainn in áit a bheith ag scríobh chugainn, mar go bhfuil sé níos tapúla, níos díri agus níos éasca dúinne do cheisteanna a fhreagairt ar an bpointe boise. Ach má tá tú ag iarraidh scríobh chugainn, is é an seoladh atá againn ná:

Seirbhísí do Chustaiméirí
Bord Gáis Energy
Bosca Oifig Phoist 10943
Baile Átha Cliath 1

D'fhéadfaimis taifeadadh agus monatóireacht a dhéanamh ar na na gloanna gutháin, le cinntiú go mbíonn ardleibhéal seirbhíse ann.

Bí cinnte go bhfuil uimhir do chuntais agat nuair a ghlaonn tú orainn, mar ní féidir linn eolas an chuntais gáis a phlé ach le sealbhóir an chuntais.

| | |
|-------------------|--------------|
| Teil: | 1850 632 632 |
| Facs: | 1850 631 631 |
| Seirbhís minicom: | 1850 630 630 |

(Do Chustaiméirí a bhfuil míchumas éisteachta orthu agus a bhfuil a bhfearas Minicom féin acu)

| | |
|--------------------------------|--|
| Gréasán: | www.bordgaisenergy.ie |
| Ríomhphost: | info@bordgais.ie |
| Dialligh agus Léigh 24 uair | 1850 427 732 |

Cuir glao ar an uimhir seo chun léamh do mhéadair a chlárú - Biodh d'uimhir GPRN (ag barr do bhille ar dheis) agus léamh do mhéadair in aice láimhe agat. Cinnteoidh Bord Gáis Networks go ndéanfar an léamh a thaifeadadh don chéad bhille eile agat.

Tuairisciú éigeandála:

Líonraí Bhord Gáis

Líne éigeandála gáis 24 uair:

1850 20 50 50

Cuireann BGN an tseirbhís freagartha éigeandála ar fáil do na húsáideoirí gáis go léir. Déantar gach teachtaireacht éigeandála a thaifeadadh, ar mhaithe le sábháilteacht phoiblí.

6 Foirm iarratais ar sheirbhísí speisialta

Líon isteach an fhoirm iarratais seo le do thoil, chun a bheith páirteach i gclár na seirbhísí speisialta. Caithfidh tú sonraí a thabhairt dúinn faoi na riachtanais speisialta atá agat i gCuid A ionas go mbeidh tú cláraithe i gceart.

Má tá tú ag iarraidh aon cheann de na seirbhísí speisialta sa bhreis a fháil, caithfidh tú a rá linn céard iad na seirbhísí atá uait, i gCuid B chomh maith.

Nuair a bheidh an fhoirm iarratais do na seirbhísí speisialta comhlánaithe agat, stróic í fad na líne pollta agus cuir ar ais chuig:

Seirbhísí do Chustaiméirí
Bord Gáis Energy
Bosca Oifig Phoist 10943
Baile Átha Cliath 1

4 Modh déanta gearán

á sé mar aidhm againn an tseirbhís is fearr is féidir, a chur ar fáil duit. Ach má tá tú míshásta leis an tseirbhís atá curtha ar fáil againn duit, cuir glooch orainn le do thoil ag **1850 632 632** agus déanfaimid iarracht cúrsaí a réiteach duit ar an nguthán.

Nó, is féidir leat scríobh chuig:

Seirbhísí do Chustaiméirí
Bord Gáis Energy
Bosca Oifig Phoist 10943
Baile Átha Cliath 1
Trí ríomhphost chuig info@bordgais.ie

Tá sé mar aidhm againn aon bhuairt atá ort a réiteach chomh luath agus chomh cóir agus is féidir.

Má scríobhann tú chugainn le gearán, tabharfaimid freagra ort taobh istigh de 10 lá gnó. Má tá tú míshásta leis an bhfreagra atá faighte agat ón gcéad pointe teagmhála, is féidir leat athbhreithniú a fháil ar do ghearán ag leibhéal níos airde.

Is é an tiomantas atá againn ná go leigheasfar gach gearán taobh istigh de cheithre seachtaine nó go socrófar plean gníomhaíochta leat. I ngach cás, coimeádfaimid ar an eolas thú maidir le dul chun cinn ar an ábhar a réiteach. Tá cód cleachtais againn ar ghearáin ó chustaiméirí a láimhseáil.

Chun cóip a fháil, glaoigh orainn le do thoil ar **1850 632 632** nó is féidir leat breathnú air ar líne ar www.bordgaisenergy.ie

Mura bhfuil tú sásta fiú tar éis athbhreithniú agus freagra scríofa ó dhuine dár mbainisteoirí a fháil, is féidir leat dul i dteagmháil leis an gCoimisiún um Rialú Fuinnimh.

Ná seol an gearán chuig an gCoimisiún ach amháin tar éis dó bheith tagtha tríd an bpróiseas formhéadaithe inmhéanach atá ag Bord Gáis Energy.

Is féidir dul i dteagmháil leis an gCoimisiún um Rialú Fuinnimh trí na modhanna seo a leanas:

Trí litir:

Foireann Custaiméirí Fuinnimh
An Coimisiún um Rialú Fuinnimh
An Malartán, Cearnóg Belgard Thuaidh
Tamhlacht, Baile Átha Cliath 24

Teil: 01 4000 800

Facs: 01 4000 850

Ríomhphost: info@cer.ie

Gréasán: www.cer.ie

Ach caithfimid íocaíocht a fháil uait don ghás nádúrtha a chuirimid ar fáil duit sa deireadh.

Seirbhísí cumarsáide speisialta

- Má tá lagú éisteachta ort agus tá trealamh minicom agat is féidir leat teagmháil a dhéanamh linne ach an uimhir seo a leanas a úsáid:

Le haghaidh seirbhísí do chustaiméirí: **1850 630 630**.

- Mar rogha eile is féidir leat ríomhphost a chur chugainn ar info@bordgais.ie nó teachtaireacht facs ar **1850 631 631**.
- Do na custaiméirí siúd atá dall, b'fhéidir, is féidir linn cóipeanna dár dtéarmaí agus coinníollacha soláthar gáis, cairt chustaiméirí agus cóid chleachtas a sheoladh chugat ar CD nó ar chlochaiséad ar iarratas.

Cuairt a thabhairt ar do theach

Bí cinnte i gcónaí go bhfuil aon duine a thugann cuairt ar do theach agus a deir go bhfuil sé/sí ann ar son cuideachta, ag insint na fírinne. Ná lig d'aon duine teacht isteach i do theach go dtí go bhfuil cruthúnas céannachta dá c(h)uid feicthe agat. Beidh cárta aitheantais le grianghraf air, i seilbh na n-ionadaithe go léir dár gcuid a thugann cuairt ar do theach.

Má tá amhras ort go fóill faoi aitheantas an duine atá ag do dhoras, is féidir leat gloach a chur ar Bord Gáis Networks ag **1850 200 694** lena chinntiú gur as Bord Gáis an duine sin.

Na bíodh náire ort aitheantas a lorg agus tóg do chuid ama chun aitheantas an duine atá ag gloach ort a sheiceáil go cruinn, sula lígeann tú isteach é/í. Ní chuirfidh sé as dár n-ionadaithe in aon chor.

Cliseadh i do soláthar gáis

Tuigimid go gcaitheann roinnt dár gcustaiméirí an-chuid ama sa bhaile agus go mbíonn siad ag brath ar an ngás dá dteas agus dá n-áiseanna cócaireachta níos mó ná aon ghrúpa custaiméirí eile.

Má chliseann ar do sholáthar gáis ag am ar bith, cuir gloach ar Bord Gáis Networks ag **1850 200 694**.

3 Seirbhísí pearsantaithe

Cúramóir a ainmniú

Má tá gaol, cúramóir, nó duine éigin eile agat a thugann aire do do bhíllí de ghnáth, b'fhéidir, ansin, go dteastódh uait go seolfar do bhille ó Bord Gáis Energy chucu. You just need to give us their name and address with your written consent to redirect your bill.

Is féidir linn aon chomhfhreagras a chur chucu siúd ar do shon nó dul i dteagmháil leis/léi más gá dúinn dul i dteagmháil leatsa, má chéadaíonn tusa é.

Cabhair le do bhille a thuiscint agus a léamh

Is féidir linn cabhrú leat má tá tú dall nó faoi lagú amhairc. Má bhíonn deacracht agat le do bhille a léamh, is féidir leat é sin a chur in iúl dúinn agus do bhille a fháil in aon cheann de na formáidí seo a leanas:

- **Bille braille**
B'fhéidir go dtógfaidh sé níos mó ama do bhille a chur chugat.
- **Bille cainte**
Glaofaídh ball foirne ort le sonraí do bhille is déanaí chun do shaol a dhéanamh níos éasca. Tabharfaidh sé seo deis duit aon cheist a bheadh agat a chur orainn. Cuirfimid do bhille chugat ar an ngnáthbhealach.

Deacracht le do bhille a íoc

Inis dúinn láithreach le do thoil, má tá aon deacracht agat le do bhille a íoc. Déanfaimid déileáil le gach cás ceann ar cheann agus cuirfimid do chúinsí san áireamh. Táimid tiomanta cabhrú leat do sholáthar gáis a choinneáil agus ní dhéanfaimid é a dhícheangal ach amháin nuair nach bhfuil aon rogha eile againn.

Oibríonn Bord Gáis Energy leis an Roinn Gnóthaí Sóisialacha agus Teaghlaigh chun an lúntas gáis nádúrtha agus scéimeanna buiséad tí a oibriú.

Rachaimid i dteagmháil le hoifigigh leas an phobail, an tseirbhís um chomhairle airgid agus buiséadú, Cumann Naomh Uinseann De Pól nó carthanachtaí aitheanta eile, le cabhrú leat do bhille a íoc i gcás go dtugann tú cead dúinn.

Ní dhéanfaimid do sholáthar a dhícheangal idir an 1 Samhain agus an 31 Márta má tá tú cláraithe linn mar chustaiméir scothaosta agus má tá tú

- **I do chónaí i d'aonar nó**
- **I do chónaí le daoine eile, agus siadsan go léir d'aois 66 bliain nó níos aosta nó**
- **I do chónaí le daoine eile, agus siadsan go léir níos óige ná 16 bliain d'aois.**

1 Clár na seirbhísí speisialta

Tá Bord Gáis Energy tiomanta do phlé lenár gcustaiméirí uile go cóir agus go cothrom agus do sheirbhísí speisialta a sholáthar dár gcustaiméirí a bhfuil riachtanais speisialta acu.

Sin é an fath go bhfuil clár seirbhísí speisialta forbartha againn do chustaiméirí cónaithe a roghnódh cuid dár seirbhísí a oiriúniú chun a riachtanais a fheiliúint.

Leagann an cód cleachtais seo na seirbhísí amach a chuirimid ar fáil do chustaiméirí ar ár gclár na seirbhísí speisialta.

Cé atá in ann a bheith páirteach?

Cáilíonn tú má tá tú:

- Scothaosta – 66 bliain nó níos sine agus cónaíonn tú i d’aonar nó le daoine scothaosta eile nó le mionaoisigh (faoi 16) nó
- Faoi mhíchumas soghluaisteachta, éisteachta nó radhairc.

Má tá tú ag iarraidh go gcuirfí san áireamh tú sa scéim rúnda seo, líon isteach an fhoirm iarratais atá ceangailte le cúl an leabhráin seo. Cuirfimid na sainriachtanais atá agat san áireamh agus déanfaimid iarracht machnamh a dhéanamh ar na riachtanais ar leith atá agat.

2 Ár nGealltanais

- Cuirfimid an cód cleachtais seo chun cinn ionas go bhféadfá cóip de a fháil go héasca.
- Oilfimid ár bhfoireann chun na gealltanais, a bhfuil cur síos orthu sa chód seo a sheachadadh agus coinneoidimid ár gcuid oiliúna cothrom le dáta.
- Beimid ag déileáil le fiosruithe go léir na gcustaiméirí le córtas agus go cothrom de réir beartais shonraithe.
- Coimeádfaimid an t-eolas a thugann tú dúinn faoi rún go dian.
- Obreoidimid leat plean oiriúnach a fháil chun do bhillí a shocrú.
- Soláthróimid thú le rogha slite chun dul i dteagmháil linn.
- Iarrfaimid ort do thuairimí a thabhairt faoi na seirbhísí atá againn.
- Déanfaimid éasca duit é gearán a dhéanamh.
- Déanfaimid monatóireacht ar na seirbhísí a chuirimid ar fáil, le bheith cinnte go bhfuil ár ngealltanais á gcomhlíonadh againn.

Bord Gáis Energy

Cód cleachtais

Gás nádúrtha

Clár na seirbhísí speisialta

| | | |
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Baile Átha Cliath 1

Tabhair do d'aire chun an leibhéal is airde seirbhíse
a choinneáil d'fhéadfaimis monatóireacht agus
taifead a dhéanamh ar ghlaonna.



Gás nádúrtha
Clár na seirbhísí
speisialta

CÓD CLEACHTAIS

samhláimis

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