



Bord Gáis Energy
think beyond

GOOD THINGS COME IN THREES
This is our third price decrease in less than 12 months!

8%* PRICE DECREASE
in natural gas prices from 1st Feb

BGE/NG/AH/O110

At home

FEBRUARY / MARCH 2010

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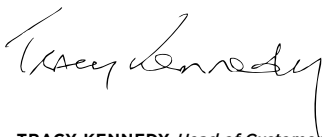
Find out about Rediscover

Welcome to At home

We are looking forward to another busy year here at Bord Gáis Energy as we work to bring you even more savings. An average reduction of 8%* will be introduced from 1st February, our third natural gas price reduction in less than a year. The details of what you can save are on page 3. You can cut costs even further with our energy saving tips on pages 4 & 5. Our commitment to the highest levels of service continues and is presented in our Customer Charter on pages 6 & 7.

But this year is about more than just savings and we look forward to some of our sponsored events taking place in 2010. From reading to photography you'll find some dates for your diary on page 10.

If there's anything you'd like to ask, just drop us a line at athome@bordgaisenergy.ie. We're always glad to hear from you and are delighted to help in any way we can!



TRACY KENNEDY *Head of Customer Operations*
BORD GÁIS ENERGY

VITAL STATS

25%

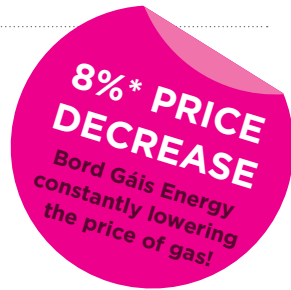
The cumulative decrease in gas prices we have brought to you since May 2009

4,677

The number of entries Bord Gáis Energy received last year from students nationwide participating in Capture the Power

€1 million

The amount we will provide towards the gas bills of those most in need as a result of the prolonged cold weather



From 1st February 2010, Bord Gáis Energy will be reducing the price of gas by an average 8%* for all residential customers. This will be our third natural gas price reduction in less than a year - giving a cumulative decrease of over 25% since May 2009. That would be welcome news at any time, but even more so these days. Here's an idea of how much you can save with our new lower rates.

STANDARD RESIDENTIAL TARIFF

	PREVIOUS (INC VAT)	PREVIOUS (EX VAT)	NEW (INC VAT)	NEW (EX VAT)	SAVE
Standing charge	€68.10	€60.00	€68.10	€60.00	
Unit price	4.851	4.274	4.463	3.932	8%

This tariff consists of two elements, the standing charge and the charge for the natural gas you use.

NO STANDING CHARGE TARIFF

	PREVIOUS (INC VAT)	PREVIOUS (EX VAT)	NEW (INC VAT)	NEW (EX VAT)	SAVE
Tier 1 - Unit price	6.836	6.023	6.836	6.023	
Tier 2 - Unit price	4.851	4.274	4.463	3.932	8%

This tariff is designed for customers who prefer not to pay a standing charge. Instead there are two tiers of charges: the first 3,550 units are charged at the Tier 1 rate, with further units charged at the Tier 2 rate.

WINTERSAVER TARIFF

	PREVIOUS (INC VAT)	PREVIOUS (EX VAT)	NEW (INC VAT)	NEW (EX VAT)	SAVE
Standing charge	€223.03	€196.50	€209.76	€184.81	6%
Bundled units	3420	3420	3420	3420	
Unit price	4.851	4.274	4.463	3.932	8%

With the Wintersaver tariff, there's a standing charge of €209.76 (€184.81 excluding VAT) per year. This equates to 57.4 cent per day and entitles you to 3,420 bundled units allocated over the winter period at no extra charge. An 8% reduction is applied to the bundled unit rate which results in a 6% reduction in the standing charge. Wintersaver helps to even out the costs of your gas usage during the year, helping with the larger bills during the winter months.

*If you have any questions about these savings please visit our website at www.bordgaisenergy.ie or call us on **1850 632 632***

** average saving based on 13,800kWh per annum based on natural gas unit rates only and does not include the standing charge.*

Energy saving tips!

Simple ways to cut costs



HEATING

Learn how to make your home comfortable with the minimum amount of heat, by using the heating systems and the controls that you have: programmers, timers, thermostats, and thermostatic radiator valves. Experiment with the following tips and see what works for you.

- Switch the heating system to come on 30 minutes before you get up and off 1 hour earlier in the evening.
- Turn the heating in living areas down to 20°C – this could save you 10% off your heating bill.
- Use Thermostatic Radiator Valves to accurately adjust heat output from radiators when in rooms in response to your heating needs.
- Turn off radiators in rooms which are not used very often.
- Regular maintenance of your heating system can reduce fuel consumption, maintain the boiler and check for corrosion and airlocks in the radiators.



HOT WATER

Minimise unnecessary heating of hot water for use in sinks, showers, baths and appliances by considering the amount of hot water needed and when it's needed. Determine the most efficient use of your central heating system and immersion heater for water heating.

- Install an immersion-heater timer; it allows you to set the immersion to come on for the minimum length of time necessary to ensure that you have just enough hot water for washing, bathing and washing up. Usually this means having it come on for a short time in the early morning and evening.
- Prioritise use of the shower over a bath. A typical shower uses only 20% of the energy of a full bath.
- The hot-water cylinder should always have a lagging jacket to minimise heat loss and to keep the water hotter for longer; it will pay for itself in just 2-3 months.



APPLIANCES

Build good habits of switching electrical equipment off when not in use and make use of efficiency settings on all electrical appliances.

- On a washing machine or dishwasher select the lowest water temperature required.
- A full load in the washing machine or dishwasher is more energy efficient than two half loads.
- Appliances on standby can use up to 20% of the energy that they would use if fully on.



LIGHTING

Maximise awareness of when and where lights are being used, and control lighting in response to need whilst making maximum use of daylight.

- Switch off all lights possible at night.
- When purchasing new light bulbs, choose energy efficient CFLs; for spotlights use Infra Red Coated Halogen Bulbs (IRCs) or fluorescent tubes for lighting as appropriate.
- CFLs use 80% less electricity and last up to 10 times longer than ordinary light bulbs.

€1million assistance to those in need

This winter we will be providing €1m towards the gas bills of those most in need as a result of the prolonged cold weather. SVP (Society of St. Vincent de Paul) and ALONE, organisations that assist its vulnerable customers, will receive these funds. These organisations do tremendous work to alleviate the difficulties of those in need and we are keen to enable them to respond to greater demand for assistance with energy bills.

The special services register

Bord Gáis Energy encourage elderly and vulnerable customers to join our Special Services Register.

The Special Services Register is a confidential register for residential customers 66 years or older and those with special needs. Customers can register their details by contacting Bord Gáis Energy on **1850 632 632**

For more energy saving tips visit www.sei.ie/powerofone

To find out more on the work of ALONE & SVP visit www.alone.ie www.svp.ie

Customer charter

Our commitment to you

Bord Gáis Energy is committed to providing you with a high and consistent level of customer service. We recognise the importance of listening and responding to your needs.

This customer charter details the level of customer service that we promise to give you in all your dealings with Bord Gáis Energy.

Our overall customer service standards

Bord Gáis Energy works to ensure that all customers have easy access to clear, timely and accurate information at all points of contact. We continue to drive for simplification of rules, procedures and information leaflets.

- We can be contacted by telephone, mail and email or through our website at **www.bordgaisenergy.ie**
- Our customer service staff will be polite and courteous at all times and will give you their name.
- We listen and respond to our customer's needs and welcome any feedback in relation to our services.
- We train our staff to deliver the services outlined in this charter, and will keep our training up to date.
- We monitor and measure the services we provide to make sure we are keeping our promises.

Our guaranteed service standards

In addition to our overall service standards, we have guaranteed service standards. If we fail to meet any of these guarantees, we promise to apologise and to do everything possible to rectify the problem straight away where necessary.

1. Billing enquiries guarantee

Most queries about your bill or bill payment can be answered by phone straight away. If you write to us with a billing enquiry, we will review your enquiry and respond to you within ten business days. If we fail to respond within ten business days, you will be entitled to a payment of €35.

2. Refund guarantee

Where we agree that you are entitled to receive a credit for any reason connected with your bill, we guarantee to credit your account within ten business days of agreeing the amount to be paid. If we fail to credit your account within ten business days, you will be entitled to a payment of €35.



The Customer Charter
can be viewed online at
www.bordgaisenergy.ie
or you can request a
copy to be sent
to you

3. Marketing code of practice guarantee

We guarantee that we will abide by our code of practice on marketing and we will adopt the best marketing practices as set out in this code. If we fail to abide by this guarantee, you will be entitled to a payment of €35.

4. Complaints handling guarantee

It is our aim to resolve all customer concerns and complaints as quickly and as fairly as possible. We have published a code of practice on complaints handling which details our commitments and procedures for resolving customer complaints. If we fail to meet our commitments outlined in this code, you will be entitled to a payment of €35.

5. Special services guarantee

We offer a range of special services to assist customers with special

needs and those reliant on electrical home medical equipment. These services are published in our special services register code of practice. Customers who wish to avail of and are eligible for these services must register with us. If we fail to meet our commitments to customers who have registered on our special services register, you will be entitled to a payment of €35.

6. Bill payment guarantee

We have clear internal procedures which ensure that disconnection of supply for arrears only takes place as a last resort. We have published a code of practice on bill payment which details how we will handle customers who have difficulty in paying their bill. If we fail to meet our commitments as set out in this code, you will be entitled to a payment of €35.

In the kitchen with Trevor Thornton

Trevor is the 2009 winner of HEAT, the acclaimed eight-part series for RTÉ One. This 31 year old from Mullingar thinks in micro details about every element of the dish and has been known to spend several hours alone on a garnish. Trevor has taken time out from his busy schedule to give us the recipes for two of his favourite dishes, enjoy!



Chocolate sponge surprise



Chocolate sponge - Cream together the softened butter and icing sugar until pale in colour. Mix in the egg yolks one at a time. Meanwhile, beat together the egg whites and granulated sugar to soft peaks. Melt the chocolate over a double boiler then mix the lukewarm chocolate and flour into the butter mixture. Gently fold in the egg whites. Spread the batter thinly on a pre-buttered and parchment lined baking tray and bake in a 180°C/Gas mark 4 oven for about 15 minutes. Use a tray approximately 40cm by 30cm.

Vanilla cream - In a bowl, whip the cream until the soft peak stage. Add the icing sugar and vanilla seeds. Whilst stirring with a spoon add the lemon juice to taste. Be careful as the lemon juice will stiffen the mixture.

Raspberry Coulis - Place the raspberries and enough water to sweeten the bitterness into a small pot. Add a small bit of water and boil until the raspberries turn to a mush. Pass the mixture through a sieve and reduce the strained mixture until you achieve a jam like texture. Set aside to cool.

To serve - Cut the cake into rounds using a pastry cutter. Cut the round pieces down the middle. With the top and bottom of the cake spread a bit of the raspberry coulis. This gives moisture to the dessert. Place or pipe cream directly into the centre of the bottom sponge. Arrange the raspberries as in the photo. Carefully put the top sponge on top with the raspberry side facing down. Place a spoonful of melted chocolate on top of the cake and spread it out until it almost reaches the edges. Decorate with raspberries and gold leaf.

Moroccan chicken parcel



Cut the chicken fillets into medium size pieces. In a casserole pot, seal the chicken with a little olive oil for 4-5 minutes over a medium heat. Remove from the pot and set aside. Add the onions to the pot and cook for 5-8 minutes until translucent and soft, then add the spices, raisins, salt and pepper. Cook the mixture for a further 2-3 minutes to release the spice flavour.

Allow the mixture to cool slightly then add the almond powder, egg, foie gras and the partly cooked chicken. Give the mixture a good stir and set aside.

Unwrap the filo pastry and carefully open out the sheets. Cut the sheets in half. This will give you 12 sheets or 3 sheets per person. Take one sheet of filo and paint some melted butter on one side with a pastry brush. Place another sheet on top then spoon a quarter of the chicken mixture in the centre. Paint the remaining sheet with the melted butter and place the sheet buttered side down over the chicken. Seal all the edges and crimp the parcel to resemble a ball. Paint with melted butter and repeat the procedure with the remaining ingredients.

To cook place in the middle of an oven preheated to 180°C/ Gas mark 4 and cook for 15-20 minutes. Dust with icing sugar just before serving for an authentic feel.

INGREDIENTS

CHOCOLATE SPONGE

170g unsalted butter

120g icing sugar

7 egg yolks

7 egg whites

120g caster sugar

170g dark chocolate
(Minimum 70% Cocoa)

150g plain flour

VANILLA CREAM

229ml single cream

50g icing sugar

Lemon juice, to taste

1/2 vanilla bean, split lengthways & scraped

RASPBERRY COULIS

250g raspberries

50-75g sugar

Chocolate topping

500g milk chocolate, melted

1 punnet of fresh raspberries

MOROCCAN CHICKEN PARCEL

4 free range chicken fillets

1tbsp olive oil

2 medium onions, finely chopped

1 tbsp: ginger powder, nutmeg powder,
cinnamon powder & coriander powder

3 tbsp raisins, pre soaked in brandy
for 24 hours

100g almond powder

1 egg

100g of foie gras roughly chopped, optional

Salt & pepper

1 270g packet of filo pastry, gives 12 sheets

50g melted butter

READISCOVER
week runs from
19th - 24th of
April 2010

Rediscover your local library

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At home

Bord Gáis Energy is delighted to announce that we are teaming up with the the Library Council and the public library service to bring you the Bord Gáis Energy READISCOVER week. Running throughout Irish public libraries from the 19th -24th of April, the Bord Gáis Energy READISCOVER programme encourages people to visit their local library and discover the numerous facilities available right on their doorstep.

There are 359 public libraries and 29 mobile libraries throughout the country and Bord Gáis Energy READISCOVER will give lots of reasons to go and find yours. Bord Gáis Energy will have treats for you in your local library during READISCOVER week from bookmarks to balloons and much much more so be sure to pop in, say hello and even borrow a book!

For more information on your public library see www.library.ie

Capturing the power around you

Bord Gáis Energy launches the second year of their highly successful Capture the Power photography competition for students of all ages across Irish primary and secondary schools.

This year the competition will be extended and run for nine weeks, from 25th January - 26th March. 'Capture the Power' encourages talented young photographers to take pictures which capture the energy from the environment around them.



Winners will be selected in each of the four age categories (primary 5-9, 10-13 and secondary 12-15, 16-19) with the overall winner selected to win the star prize. Last year Bord Gáis Energy received 4,677 entries from students nationwide with 587 schools participating in the competition.

There are lots of fantastic prizes to be won this year including Canon digital cameras and much more.

www.capturethepower.ie
Competition hotline: 01 5224800