

At home

with  **BORD GÁIS**
ENERGY SUPPLY


**Paying your bill - all of the convenience
- none of the hassle**

**Great new service -
book a boiler service online**

**Update your heating system and
control your costs**

**Services for the elderly and people
with disabilities**

The story of natural gas

Promoting sustainable forest management and recycling 

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Paying your bill

All of the convenience
– none of the hassle.

We all have things we'd rather do than paying bills, and Direct Debit is the most hassle-free way to pay your natural gas bill.

We offer four different and convenient ways for you to sign up for Direct Debit.

Online

Sign up online by visiting www.bordgaisenergysupply.ie and registering your account by choosing "Register Here". When you have registered choose "Sign up for Direct Debit".

By phone

Sign up over the phone by calling **1850 632 632**, there's no form-filling and no signature required.

Download a form

Download a Direct Debit mandate form from www.bordgaisenergysupply.ie. Simply fill it in and send it to us. We'll do the rest.

Request a form

You can also request a payment options leaflet by calling **1850 632 632**. The payment options leaflet includes a Direct Debit mandate form and Freepost envelope for you to complete and return.

Make sure you have your natural gas bill and your bank statement handy as you will need some of the information from them to complete your request.



Book a boiler service online

We've added a great new feature to our website which allows you to book a boiler service online.

Simply register on www.bordgaisenergysupply.ie and then choose "Service Booking". To register you will need to have your natural gas bill to hand.

You will then:

- be able to choose a time and date that suits you
- receive an email confirming your booking
- be sent a reminder text to your mobile phone the evening before the service

Bord Gáis Energy Supply, Sustainable Energy Ireland and Boiler Manufacturers recommend you service your boiler at least once a year.

So book your service now, on www.bordgaisenergysupply.ie.



Update your heating system and control your costs

Keeping your heating costs down while still maintaining your comfort sounds like a contradiction, but it is easily and comfortably achieved if you fit a new higher efficiency boiler and a range of heating controls.

Modern natural gas boilers are highly efficient with efficiency ratings of **over 85%** when matched with a suitable central heating system and heating controls.

If your natural gas boiler is over 10 years old you may wish to consider updating it to a more efficient model allowing you to **reduce your natural gas bills** and help the environment by reducing emissions.



As well as updating your boiler, there are a range of heating controls to help you control your heating costs and improve your comfort.

Heating controls regulate the temperature of the room or rooms you want to heat. With controls pre-set by you, you decide the optimum temperature of areas of your home giving warmth and comfort when you need it and switching off when you don't.

Programmer

This allows you to set the times that your heating is on. Depending on the design and model of the programmer and your heating system you can also set separate times for using your heating and hot water.

Room Thermostat

This measures the temperature in a given room and switches your heating on and off according to the temperature you set.

For more information on updating your central heating system and to get a quote without obligation, please call **1850 632 632**.

Programmable Room Thermostat

This not only allows you to set the temperature of the room, but it also allows you to control the times your heating system is in use.

Cylinder Thermostat

This controls the temperature of the water in your hot water cylinder.

Thermostatic Radiator Valves

These valves sense the air temperature around your radiators and control the flow of water through the radiator allowing you to set different temperatures for different rooms.

Energy saving tips

- Set your heating to go off a little while before you go to bed, the radiators will continue to heat your home for some time.
- If you have room thermostats fitted turning them down by 1°C can save you up to 10% on your annual space heating costs.*
- Check your room temperatures, the ideal living room temperature is around 20°C, while the ideal bedroom temperature is 18°C.*

*Source: Sustainable Energy Ireland.

The story of natural gas

The natural gas that we use today is millions of years old, however, it is only recently that we have been able to make use of this valuable resource.

For many centuries natural gas was a source of mystery, early civilisations believed the spontaneous flames, which sometimes flared out of the landscape, to be of supernatural origin. But it was the Chinese sometime around 500 B.C., who were the first to exploit the potential of natural gas. They used bamboo to construct rudimentary pipelines with which they transported gas to their villages and used it to heat water.

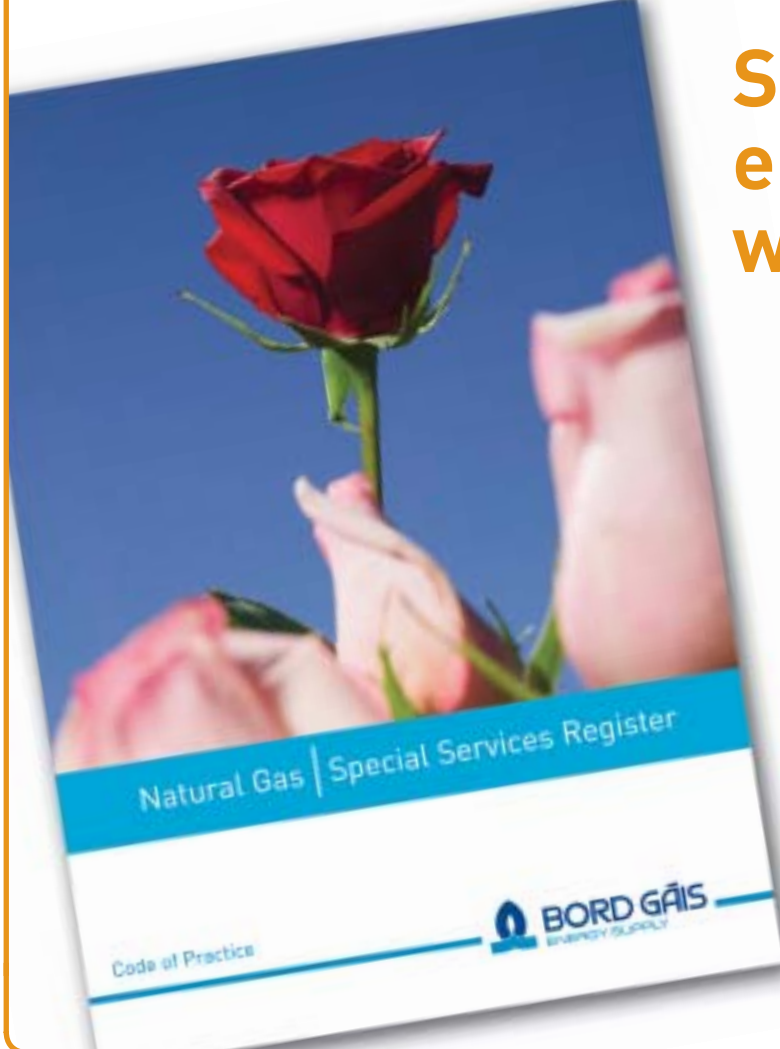
The commercial use of gas began in Britain; where, in 1810, the street lamps in London were illuminated by natural gas. Around this time most other cities used gas produced from coal.

Another step forward took place in 1885, when the invention of the Bunsen Burner demonstrated that mixing gas with air produced a clean flame ideal for cooking and heating.

However, at the time there was no effective means of transporting large quantities of natural gas. It was only in the last 60 years that the technology was developed to enable the safe extraction and transportation of natural gas. This allowed natural gas to reach its full potential as a safe and efficient source of energy.



Services for the elderly and people with disabilities



Bord Gáis Energy Supply has developed a confidential Special Services Register for domestic customers who would prefer to have some of our services adapted to suit their individual needs. Registration is voluntary.

Perhaps you may wish to join and benefit from some of our Special Services.

You qualify if you are:

- **Elderly – 66 years or older and living alone or with other elderly people or with minors.**
- **A person with a mobility, hearing or sight impairment.**

Services for our customers who are blind or partially sighted include:

- Receiving bills in Braille or as a Talking Bill.
- Receiving copies of our Terms and Conditions of Gas Supply, Customer Charter and Codes of Practice on CD or Audio Cassette.

Services for our customers who have hearing difficulties include:

- Text Phone Service through the use of Minicom equipment in the home. To use this service please call **1850 630 630**.

Services for our elderly customers include:

- Elderly customers, 66 years or older and living alone or with other elderly people or with minors, registered with us will not have their natural gas supply disconnected between 1st November and 31st March.

Nominating a carer:

- Customers registered with us may also choose to nominate a relative or carer to help look after their bills. Bills and correspondence can be sent to them and we will also contact them if we need to get in touch.

For more information and to obtain a copy of our Special Services Register Code of Practice and application form visit our website www.bordgaisenergysupply.ie or call us on **1850 632 632**.

Alternatively you can email us on info@bordgais.ie or send us a fax on **1850 631 631**.

