

At home

with  **BORD GÁIS**
ENERGY SUPPLY


Bord Gáis Networks Customer Charter

Sign up for Direct Debit and win!

**Easy ways for you to give us your
meter reading**

**Upgrade your boiler for more efficiency
and more savings**

**Service your boiler for safety
and savings!**

Promoting sustainable forest management and recycling 

BGESAH0807

Bord Gáis Networks Customer Charter.

Bord Gáis Networks, a division of Bord Gáis, connects all natural gas customers to the Network and is responsible for carrying out related work at customer premises. The services provided include safety and emergency response, pipeline service laying & modification, and meter installations & alterations.

A copy of the newly published Bord Gáis Networks Customer Charter has been included in your bill envelope.

The Bord Gáis Networks Customer Charter covers ten guaranteed performance standards.

- Call Response
- Quotations Turnaround
- Appointment Granting
- Service Delivery
- Reinstatement Commitments
- Gas Supply Interruption
- Response to Emergencies
- Gas Supply Restoration
- Complaints Handling
- Payment Guarantee

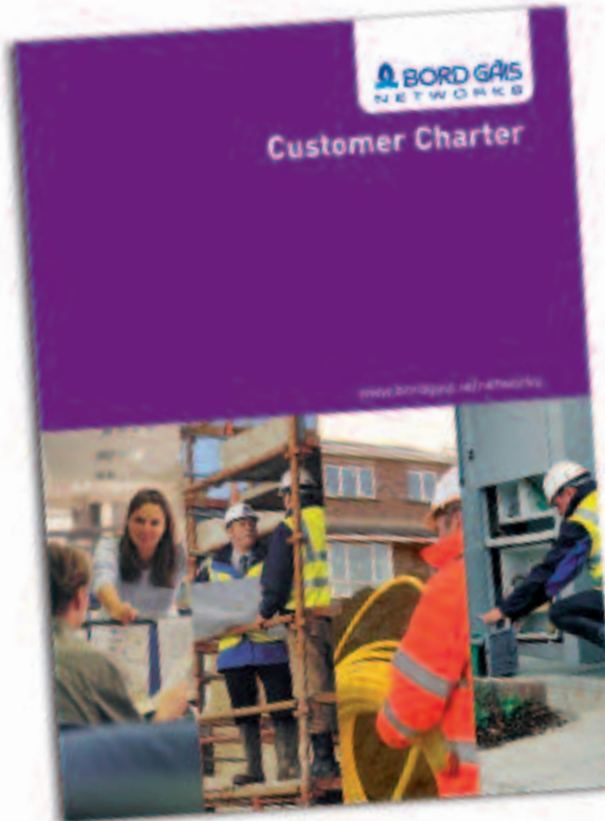
The charter reflects Bord Gáis Networks ongoing commitment to bring their customers the highest standards of performance.

For further information regarding the Bord Gáis Networks Customer Charter:

Phone **1850 200 694**

email networksinfo@bge.ie

You may also view or download Codes of Practice regarding Vulnerable Customers, Customer Service, Complaints Handling and Disconnection from www.bordgais.ie/networks



Sign up for Direct Debit and be in with a chance to WIN one of 10 Sony Bravia 32" LCD televisions

Simply sign up to Direct Debit before 10th October 2007 and you will be entered into a draw for one of 10 Sony Bravia LCD televisions.

Paying by Direct Debit has never been easier. Choose any of the options below for a hassle free and convenient way of paying your bill.

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".

Post

Sign up by filling in the Direct Debit form on the back of your natural gas bill and sending it in to us. You can also download a form from our website www.bordgaisenergysupply.ie

Phone

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

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

Terms and Conditions apply and are available on written request to Bord Gáis Energy Supply, Terms and Conditions Request, PO Box 10943, Dublin 1. Ten winners will be picked from those customers who have signed up for Direct Debit by 10th October 2007. Customers already on Direct Debit will also be entered into the draw.



Need a meter box key?



If you have a meter box you will need a meter box key if you wish to open the box and take a meter reading.

It is also important to have a meter box key to enable you to turn off your gas supply from the meter box.

Call Bord Gáis Networks to order a meter box key.
Phone **1850 200 694**

For further advice on natural gas safety please read and retain the safety leaflet included in your bill envelope.

Easy ways to give us your meter reading.

We usually send you six natural gas bills a year, normally three of these bills are based on having your meter read and three are based on estimates. These meter readings and estimates are carried out by Bord Gáis Networks.

If Bord Gáis Networks have been unable to read your meter or if you wish to update an estimated bill you can send us your own meter reading by one of these easy methods.

Phone

Call us on **1850 632 632** and follow the voice prompts.

Website

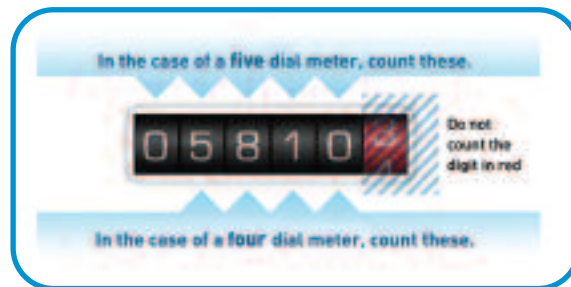
Log on to www.bordgaisenergysupply.ie, go to our online account management section and choose 'Submit reading'.

If you haven't registered yet have your bill to hand to register.

Reading your meter

Meters can be of two types, either a Digital Meter or a Dial Card Meter (clocks).

Reading a Digital Meter



The reading on this meter is 5810

Reading a Dial Card Meter (clocks)



The reading on this meter is 7479

If your meter displays a series of dials (clocks), like the diagram above, you should ignore the top two dials and use the four small dials at the bottom to read your meter.

When giving your meter reading you should read the dial on the left first and move along to the right.

The position of the pointer on the dial indicates the meter reading. If the pointer is between two figures, use the lower figure, e.g. if it is between 7 and 8, use 7. However, if the pointer is between 9 and 0, use 9.

Congratulations to the winners of 'Free gas for a year'

Over 14,000 customers have registered to manage their account on our website www.bordgaisenergysupply.ie

From April to June we gave free natural gas for a year to ten lucky customers who had registered to manage their account online. A winner was chosen each week for ten weeks.

Week 1: Mr. L. Cattano, Dublin 15

Week 2: Mr. B. Duggan, Co. Meath

Week 3: Mr. J. Cahill, Waterford

Week 4: Mr. T. Beatty, Co. Laois

Week 5: Ms. B. Douglas, Dublin 15

Week 6: Mr. T. Murphy, Co. Clare

Week 7: Ms. T. Hurley, Waterford

Week 8: Ms. J. O'Brien, Dublin 24

Week 9: Mr. P. Dicker, Co. Kildare

Week 10: Mr. B. Meegan, Co. Meath

Register on www.bordgaisenergysupply.ie today to:

- View and pay your bill online
- Check your account balance
- Check when your next bill is due
- Submit a meter reading
- Sign up for Direct Debit
- Book a Boiler Service





Upgrade your boiler for more efficiency and more savings.

Over the last 10 years there have been major advances in natural gas boiler technology. While most natural gas boilers are 65% to 75% efficient, modern natural gas boilers can have efficiency ratings of over 85% when matched with a suitable central heating system and energy efficiency controls.

So, what are the benefits of updating your boiler?

- A higher efficiency boiler will heat your home for less...reducing the amount of natural gas you use by over 20%*.
- A new boiler will be more reliable.
- And because it uses less energy, it's better news for the environment.

To get the best value from your central heating system, it is recommended that you also fit energy efficiency controls such as room thermostats, cylinder thermostats, thermostatic radiator valves and a programmable timer.

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

* The saving stated is based on a comparison of a semi-detached dwelling with a regular boiler with an upgrade of the central heating system to CHeSS (Central Heating System Specifications 2005) best practice.

Service your boiler for safety and savings!

An annual boiler service helps to prevent breakdowns and ensures your boiler uses less energy, which means better news for the environment. You can even pay for the service through your gas bill.

A natural gas boiler service from Bord Gáis Energy Supply Servicing will typically cost you €99*

To arrange a boiler service with a Bord Gáis Energy Supply Service Engineer in your area, contact us:

Website log on to www.bordgaisenergysupply.ie, register and choose book a boiler service online

Post email Phone complete and return this freepost card
servicing@bordgais.ie
1850 632 632

*This price is for a limited period and is subject to the Bord Gáis Energy Supply Servicing Terms & Conditions. The cost can be charged to your gas bill once work has been completed. Boilers which have not been serviced on a regular basis may need additional work and time which will cost extra. Specialist products such as combination or condensing boilers will cost from €160 to service. Servicing Terms & Conditions are available on written request from Bord Gáis Energy Supply Terms & Conditions Request, PO Box 10943, Dublin 1.

To arrange a service for your boiler fill in your details and return this freepost card to Bord Gáis Energy Supply Servicing.

Name:

Address:

Tel: Work

Home

Mobile

I would like to arrange for my boiler to be serviced. Please contact me to set up an appointment.

(Price is from €99 and can be charged to my next gas bill).

Boiler Type: Wall Mounted

Floor Standing

Back Boiler

Boiler Make:

Boiler Age:

(yrs approx.)

Bord Gáis, members of the Bord Gáis group and/or third parties acting on behalf of Bord Gáis may wish to contact you by post, telephone or in person with information about products or services which may be of interest to you. If you do not wish to receive such information, please let us know by writing to us at Bord Gáis Energy Supply Data Protection Opt-Out, PO Box 10310, Freepost F4062, Dublin 1 (stating your name, address and account number) or by completing the Web Form on www.bordgaisenergysupply.ie/dp



A service you can trust.

No stamp
required if
posted in the
Republic of
Ireland

Bord Gáis Energy Supply Servicing
PO Box 10943
Freeport
Dublin 1