

At home

with  **BORD GÁIS**
ENERGY SUPPLY


**On the Move? Here's some advice
on changing your account**

**Register to wwwin! €100 Easons
vouchers to be won everyday**

**The Power of One recommends you
use the 30 minute rule**

**Our Customer Charter promises
you great customer service**

**Call our automated telephone service
at a time convenient to you**

Promoting sustainable forest management and recycling 



BGESAH0208



On the Move? Here's some advice on changing your account

If you are moving you first need to close your existing account.

To do this please call us on **1850 632 632** and supply us with the following information before moving home;

- Your name, current address, account number and telephone number.
- The address you are moving to.
- The final meter reading (this must be agreed with the person moving in), otherwise you may remain liable for natural gas used at your previous address.
- Tell us if the person moving into your current address wishes to continue to use natural gas. If they do please provide their name, previous address and telephone number. Otherwise arrangements will be made to lock the meter and the person moving in will incur a €115 connection fee. If this is the case and you wish to have the meter locked then please give us 7 days notice.

When moving into your new home you will need to either open a new account or transfer your old account.

To do this please call us on **1850 632 632** and provide us with the following information;

- Your name, telephone number and new address.
- Your previous address and account number if applicable.
- Your opening meter reading.

Our new online service makes moving your account even easier.

Simply visit www.bordgaisenergysupply.ie and choose services for existing customers. There you will find online forms and information for both home owners and those renting.

Register **On-Line** and you could be **In-Line** to win!

eason

Begin a new chapter - a **€100 Easons voucher to be won** every day
Register online now at www.bordgaisenergysupply.ie and wwwin!

Simply register on our website, www.bordgaisenergysupply.ie
between 1st February and 30th April and you will be entered
into that days draw

And, apart from the chance of winning, there are a whole host
of other benefits that come with registering on our website,
www.bordgaisenergysupply.ie


- 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



Why not register online now?
All you need is your account number
and name as it appears on your bill

One winner will be picked each day from customers who register between 1st February 2008 and 30th April 2008. Customers who have already registered will also be entered in one draw during the promotion period. The prize is limited to customers on a residential tariff and the value of the prize is limited to €100 for each draw. Terms and Conditions apply and are available on written request to Bord Gáis Energy Supply, Terms and Conditions Request, PO Box 10943, Dublin 1, or may be viewed online on www.bordgaisenergysupply.ie



 I set the heating to switch off 30 minutes before i go to bed



power of one
energy efficiency for Ireland


what change will you make?

Bord Gáis Energy Supply is happy to be associated with the Power of One, Ireland's energy efficiency programme. Starting with one simple change we can all make a huge difference – and it begins at home. Here are a few ideas to get you started and can help lower your heating bill.

- Use the 30 minute rule. Set the heating to switch off 30 minutes before bedtime and to turn on 30 minutes before you get up in the morning.
- Turn off your heating when you're not there, or if you're going to be away for a few days.
- Turn your heating down to a comfortable 20°C – lowering your thermostat by 1°C could knock 10% off your heating bill.
- Have your natural gas boiler serviced annually to ensure it is working at maximum efficiency.
- Keep draughts to a minimum and always ensure windows are closed when the heating is on.
- Check that your attic is properly insulated – it could save up to 20% on your heating bills.



Department of Communications, Energy and Natural Resources
Roinn Cumarsáide, Fuinnimh agus Ainmnáiní Nádurtha

 I set the heating to turn on 30 minutes before i get up in the morning



power of one
energy efficiency for Ireland

Here's how one family made a big change to their bills.

Dublin parents Niall and Karen Heery and their 1-year-old daughter Laoise took the Power of One Street challenge – a challenge set by energy experts to show everyday families how easy and financially rewarding it is to be energy efficient.

Some of the simple changes they made included closing curtains to keep heat in and adjusting their timer so the heating only comes on when it is needed. They also practiced zoning - closing doors to separate heated from unheated areas of their home, thereby minimising the area being heated and therefore saving energy. During the Space Heating Challenge, they managed to save the annual equivalent of nearly €150 - an energy reduction of 23% and a CO₂ reduction of .9 tonne. While during the Water Heating Challenge, they saved nearly €82 - an energy reduction of 21% and a CO₂ reduction of .49 tonne.

If you would like to find out more about energy efficiency in the home, visit www.powerofonestreet.ie

what  change will you make ?

Is it time to replace your natural gas boiler?

If your natural gas boiler is over 10 years old it may be time to consider replacing it with a new higher efficiency boiler. A new gas boiler will help you to reduce the amount of energy you use and reduce your heating costs.



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

Our Customer Charter promises you great Customer Service



OUR COMMITMENT TO YOU

Bord Gáis Energy Supply is committed to providing you with a high and consistent level of Customer Service. We recognise the importance of listening and responding to our customers' needs. This Customer Charter details the level of Customer Service that we promise to give you in all your dealings with Bord Gáis Energy Supply.

OUR OVERALL CUSTOMER SERVICE STANDARDS

Bord Gáis Energy Supply works to ensure that all customers have ready access to clear, timely and accurate information at all points of contact. We continue to strive for simplification of rules, procedures and information leaflets. We can be contacted by telephone, letter, email or through our web pages at

www.bordgaisenergysupply.ie

Our Customer Contact staff will be polite and courteous at all times and will give you their name. We listen and respond to our customers' needs and welcome any feedback in relation to the services we provide. We will train our staff to deliver the services outlined in this Charter and 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 the overall service standards, we have six Guaranteed Service Standards. If we fail to meet any of these guarantees, we promise to apologise and 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 10 business days.

If we fail to respond to you within 10 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 10 business days of agreeing the amount to be paid. If we fail to credit your account within 10 business days, you will be entitled to a payment of €35.

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 Handling Customers' Complaints 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. These services are published in our Special Services Register Code of Practice. If we fail to meet our commitments to customers on our Special Services Register, you will be entitled to a payment of €35.

6. Billing Code of Practice 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 Paying your Bord Gáis Energy Supply Bill 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.

Copies of our supporting Codes of Practice covering:

- Marketing
 - Handling Customers' Complaints
 - Paying your Bord Gáis Energy Supply Bill
 - Special Services Register
- can be sent to you on request or you may view them online on www.bordgaisenergysupply.ie

DISCLAIMER

In exceptional circumstances we may be prevented from meeting our service commitments due to conditions outside of our control. Such circumstances could include major disruptions to supplies, actions/damage by third parties, risks to safety, no access to your home or where actions could cause Bord Gáis Energy Supply to break the law.

Any payments made under this Charter for failure to meet our commitments are made without any admission of legal liability on the part of Bord Gáis Energy Supply.

If there is any inconsistency or conflict between this Customer Charter and the Bord Gáis Energy Supply Terms and Conditions of Supply, the Terms and Conditions of Supply shall prevail.

Did you forget to call us today?

Our automated telephone service is available for you to call 24 hours a day, 7 days a week.

So pick a time convenient to you and you can;

- Pay a bill
- Submit a meter reading or
- Make an account enquiry

Just call us on;

1850 632 632 for our English and Irish Language services,

1850 633 633 for our Polish, Russian and Mandarin Chinese services.