

at home

with Bord Gáis Energy Supply

- We've frozen the price so you don't feel the chill
- Sign up to Direct Debit and you could win 1 of 10 holidays
- You could win 1 of 10 digital cameras if you submit a meter reading
- Registered Gas Installers - Professionalism and peace of mind
- Book a boiler service to use less energy and save



We've frozen the price

so you don't feel the chill.

Bord Gáis Energy Supply is happy to announce that we have frozen our natural gas prices for residential customers. Our prices will remain fixed until at least October 2008.

This price freeze means that natural gas remains the cheapest fuel for heating your home: 30% cheaper than home heating oil, 24% cheaper than coal and 20% cheaper than electricity.* It's all part of our ongoing policy of bringing our customers the very best value for money.

This price freeze still allows us to provide you with energy that's efficient and economical at a quality that's second to none.

* Price comparisons quoted are based on a survey of fuel prices (including standing charges where applicable) carried out on 5th March 2008 and converted to a price per kWh for each fuel using statistics for fuel efficiency and the energy content of fuels sourced from SEI. Calculations are based on a home using an energy output of 13,538kWh per annum for heating purposes.

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Easy like a sunny morning!

Sign up to Direct Debit and you could win 1 of 10  holidays

Whether its a family holiday in Turkey or Lanzarote, or a VIP couples getaway in the Azores simply sign up to Direct Debit for the chance to win!

Paying your bills should be easy, and it can be thanks to Bord Gáis Energy Supply. Direct Debit is a hassle free payment option and signing up has never been easier. Simply have your natural gas bill and bank details at hand and either;

- Log onto www.bordgaisenergysupply.ie, register as a customer and sign up online or
- Log onto www.bordgaisenergysupply.ie, download and complete the form or
- Complete and return the Direct Debit mandate on the back of your natural gas bill or
- Call 1850 632 632 and sign up over the telephone, there are no forms to fill in.

Sign up to Direct Debit before 12th June 2008 and you will automatically be entered into one of our ten weekly draws to win a Sunway holiday voucher worth €1,500!

So sign up and win... with Direct Debit from Bord Gáis Energy Supply!

One winner will be picked each week from customers who have signed up for Direct Debit by 12th June 2008. One draw will take place each Friday from 11th April 2008 to 13th June 2008. Customers who have already signed up for Direct Debit will also be entered in one draw during the promotion period. 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



Supplying your meter reading couldn't be easier!

Over the course of a year we usually send you out six natural gas bills. These are normally based on three actual readings and three planned estimated readings. For planned estimates, and when Bord Gáis Networks cannot get access to read your meter, usage is estimated based on previous consumption and the time of year. Any necessary adjustment is made when the next reading is obtained. If you are not in and the Bord Gáis Networks meter reader leaves a 'Dial-a-Read' card, you can submit your own reading by calling the telephone number on the card.

Alternatively you can submit a meter reading anytime in the following ways:

Website

Log on to www.bordgaisenergysupply.ie and click onto our online account management section and choose 'submit a meter read'. If you haven't already registered, have your gas bill to hand and click 'register here'.

Phone

Call our automated telephone service 24 hours a day on **1850 632 632** and follow the voice prompts.



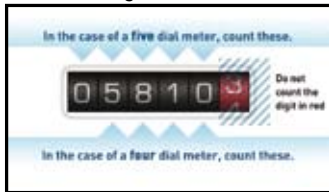
Need a meter box key?

If you have a meter box, you will need a meter box key in order to open it and take a meter reading. This is available by calling Bord Gáis Networks on 1850 200 694 and ordering one.

Reading your meter

You will have either a Digital Meter or a Dial Card Meter in your home from which a meter reading can be obtained.

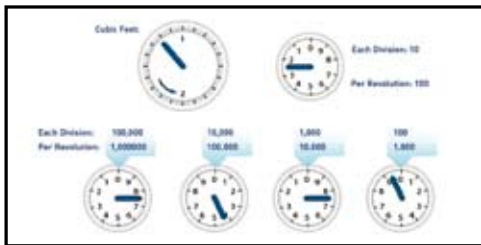
The reading on this meter is 5810



Reading a Digital Meter

Note the digits that appear on the black dials, reading from left to right, and exclude the number on the red dial.

The reading on this meter is 7479



Reading a Dial Card Meter (clocks)

If your meter displays a series of dials (clocks), like the diagram to the left, 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.

Picture this...

Submit a meter reading and you could win 1 of 10 state of the art FUJIFILM FinePix F40 digital cameras.



FUJIFILM

The number one digital camera brand in Ireland

The FUJIFILM FinePix F40 contains the latest Real Photo Technology (RPT) features that work together to produce crystal clear images that are rich in colour, detail and sharpness in all lighting conditions. The FinePix F40 is a high performance take-anywhere 8.3 mega pixel worth €229!

One winner will be picked each Friday for 10 weeks from customers who submit a meter reading between the 3rd April 2008 and 12th June 2008. 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



Registered Gas Installers, professionalism and peace of mind.

Bord Gáis places a high priority on safety. That's why when it comes to servicing, repairing or installing your boiler we strongly recommend that all of our customers use a Registered Gas Installer in conformance with the relevant Irish Installation Standards.

What is a Registered Gas Installer?

Bord Gáis Networks maintains a Register of Gas Installers, who have completed the required gas installation safety training and provide the necessary insurance cover to carry out gas installations to the required industry standard.

All Registered Gas Installers are continually monitored in order to ensure that the Irish Installation Safety Standards are complied with.

What happens if I do not use a Registered Gas Installer?

Bord Gáis Networks cannot determine the competency of an unregistered installer – therefore their ability to safely install, service or repair your boiler or other natural gas appliances is in doubt.

Should you use the services of a Non Registered Gas Installer, a charge of €150 will be payable to Bord Gáis Networks in order for the necessary safety checks to be made at the time of fitting your gas meter.

How can I find a Registered Gas Installer?

Simply call Bord Gáis Networks on 1850 200 694 or visit www.bordgais.ie/networks for a full list of Registered Gas Installers.



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Book a boiler service to use less energy and save.

A boiler service is good news for your pocket and good news for the environment. It helps your boiler run more efficiently and prevents breakdowns. The cost of your service starts at just €105 and will be completed by one of our Service Engineers, all of whom are Registered Gas Installers.

And with the convenience of paying for your service through your gas bill, it makes perfect sense to book your boiler service now.

To arrange a boiler service in your area, contact us:

Website: Log on to www.bordgaisenergysupply.ie, register and choose 'book a boiler service'

Post: Complete and return this freepost card
email: servicing@bordgais.ie

Phone: 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 €105 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