

Welcome to your Pay As You Go Meter from Bord Gáis Energy



BGE/RNG/PAY G/M/P/11/11

think beyond



www.bordgaisenergy.ie

If you need help or advice
please contact us:

Tel: 1850 632 632

Fax: 1850 631 631

info@bordgais.ie

Minicom: 1850 630 630

(for hearing impaired customers
with their own minicom equipment)

Residential natural gas

Bord Gáis Energy

PO Box 10943, Dublin 1

Please note that to maintain the highest level of
service we may monitor and record calls.

To find your nearest Payzone shop
visit www.payzone.ie/outlets
or call us on 1850 773 729

Thank you for choosing Bord Gáis Energy

At Bord Gáis Energy we're committed to giving you
the best service possible. In this Welcome Pack,
you'll find clear and helpful information on how to
run your account more efficiently as well as some
helpful hints that can actually save you money.

Pay As You Go Meter tariffs

We have two tariffs for customers using Pay As You Go Meters.

- The **standard prepay tariff** is made up of two elements. There is a daily standing charge and a single unit rate per kWh of gas used.
- The **repayment tariff** is for customers who have agreed to repay a debt through their Pay As You Go Meter. This tariff will take a percentage of the credit purchased toward the debt and put the balance towards the daily standing charge and unit rate per kWh of gas used. A proportion of the credit purchased will ALWAYS be left for gas.

The standard prepay tariff is the same as our standard tariff as set out in our residential tariff leaflet.



Using your Gas Card

If you have just received your new Gas Card, please read this section.

- Please insert the Gas Card into the meter **BEFORE** you buy credit for the first time.
- Leave your Gas Card in the meter for at least 30 seconds until the display no longer shows '**Busy**'. Otherwise your card may be damaged.

- The Gas Card may only be used for the premises for which it was allocated.
- Only one Gas Card may be in use at any time.
- Once you have bought credit your Gas Card should be inserted into the meter.
- When inserting your Gas Card, please make sure that the gold coloured chip on the card faces towards the meter display.
- To transfer your money to the meter, press the red button. The display will show 'Busy'. The card should only be removed when 'Busy' is no longer displayed, otherwise your card may be damaged.

If the valve has previously been closed off (e.g. if the meter has run out of credit) then the meter will ask you to check if your gas appliances are switched off – this is a safety feature.

- When you are sure the appliances are off, press and hold the red button until the valve opens.

If you have an amount showing on the 'OWED' screen the meter will use some of the inserted credit. The meter display will now tell you how much money you have left for gas.

Buying credit

To buy credit for your Pay As You Go Meter all you have to do is bring your Gas Card, together with your payment to your nearest Payzone outlet. Keep your receipt for proof of purchase and in case of any dispute. There is a minimum amount of €10 credit and a maximum of €250 credit that you can put on your card.

Look for shops with the Payzone sign or visit www.payzone.ie/outlets Please check the opening times of the outlets in your area.



Replacing your card

Replacement cards can only be obtained by buying one at a selection of Payzone outlets for €1. Please contact us on **1850 773 729** if you do not know the location of your nearest Payzone outlet who sells replacement cards.

Once you have purchased a new card you **must insert it into the meter** before you buy credit. You can then purchase your credit in the usual manner.

Emergency credit

Once the credit on your meter falls below a certain level you may be offered emergency credit. This can be borrowed until you buy some more credit. When you want to use your emergency credit, insert your Gas Card into your meter. You will then be

offered emergency credit. To accept it, press the red button. If you use any of the emergency credit, you must pay it all back before you can borrow the whole amount again. If you wish to see how much emergency credit you have used and owe, remove the Gas Card, then press and release the red button.

Bord Gáis Energy advises against using the emergency credit facility as it causes debt to build up on your meter and may run down the battery in the meter. When using emergency credit, the standing charge element of your prepay tariff is not paid. Instead, this builds up as a debt which is recovered the next time you buy credit.

Standing charge

Similar to our standard tariff, a daily standing charge applies. The meter will deduct the standing charge element of your tariff from your credit daily. If you have no credit left on the meter, the daily standing charge will be added to the amount shown on the 'OWED' screen and will be recovered when you next purchase credit.

Important: it is therefore advisable to top up your Gas Card during the summer months to ensure the daily standing charge does not build up.

The amount of standing charge you pay daily is shown on screen 17 on the meter.

Natural Gas Allowance (NGA)

For customers who receive the Natural Gas Allowance from the Department of Social and Family Affairs:

- When your allowance is due you should bring your Gas Card to your nearest Payzone outlet to put the credit amount on your card.
- You don't need to purchase credit to collect your allowance – ask the assistant for a 'credit update' and your natural gas allowance will be put on your Gas Card.
- You should always be given a receipt when obtaining your Natural Gas Allowance from your local Payzone outlet.
- Your receipt will have a balance of €0.00 which is correct and will display the message 'your card has been updated by your shipper'.
- If a receipt is not printed and you are advised there is a zero balance on your card you may need to ask your local agent to confirm they chose 'credit update'

If you are buying additional credit, the natural gas allowance will also be put on your Gas Card at this time. To transfer the allowance onto your meter follow the instructions under; Using your Gas Card — see previous page.

Meter information

A daily standing charge is deducted each day at 2.00am from the money you have on your meter display. This is part of the standard prepay tariff. To access this information, press and hold the red button until you hear a 'beep'. Your Pay As You Go Meter will show a number in the meter display.

Further information on your meter can be viewed by pressing and holding the red button for three seconds until you hear a 'beep'.

The meter will show a screen number in the top right hand corner of the meter display. To look at each screen, keep pressing the red button.

The following may be useful to you:

- 00** How much money you last put into the meter.
- 01** Last amount of money taken to repay general debt (*if applicable*).
- 02** Last amount of money taken to repay emergency credit.
- 03** Last amount given for gas.
- 17** Daily amount deducted for standing charge that is taken at 2.00am each day.
- 36** The amount of emergency credit that has been used but not yet repaid.
- 32** Reference number — last six numbers from your Gas Point Registration Number (GPRN).

Energy saving tips

To receive our energy saving tips leaflet for your home please call **1850 632 632** or visit our website at www.bordgaisenergy.ie

Our codes of practice

Our codes of practice outline how we conduct our business with you and the levels of service you can expect.

We have developed codes of practice covering:

- Pay As You Go Meters.
- Handling customers' complaints.
- Marketing.
- Natural gas bill payment.
- Special services register — a confidential register for residential customers who 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 disability.

These can be viewed or downloaded on our website at www.bordgaisenergy.ie or copies can be sent to you on request by phoning **1850 632 632**.

Bord Gáis Energy

For information on where to buy credit or account related issues please contact Bord Gáis Energy. If you are moving home, you must give us at least seven days notice before you move by phoning us on **1850 632 632**.

Bord Gáis Networks

For further assistance, or if your meter displays 'gas off' or 'call help' or if there is a battery problem please call **1850 200 694**.

Safety information

If you smell gas at home or on the street, don't assume someone else has reported it.

If you smell gas at home, do not switch anything electrical on or off. Don't smoke or use a naked flame. Open windows and doors, if the smell persists turn your gas off at the meter.

Call Bord Gáis Networks 24-hour emergency service on 1850 20 50 50.

If your phone is in the vicinity of a leak, use a neighbour's phone or the nearest public telephone.

Your meter box key

You will require a meter box key to open your meter box door to turn on or off your gas supply. It is important to keep your meter box key in a safe and accessible place.

If you require a meter box key please call Bord Gáis Networks on **1850 200 694**.

Bord Gáis Energy Home Team

The Home Team is a one-stop-shop for all your energy needs. We can provide you with a wide range of services designed to offer you more comfort and control. And the best part is we'll even save you money in the process.

Our wide range of products and services include:

- Boiler servicing
- Boiler repair
- Boiler replacement
- Heating controls
- Central heating systems upgrades
- Attic and wall insulation
- Building Energy Ratings (BER)

Our Home Team are highly trained and fully insured so you can rest assured that your job will be carried out to the highest standards.

There's never been a better time to have our Home Team work for you.

Currently there are special grants available through the SEAI (Sustainable Energy Authority of Ireland) for a range of energy saving products. Our Home Team will assist you through the process. We also offer interest free finance on a range of packages that allow you to pay for the work done through your Home Team bill.

Call the Bord Gáis Energy Home Team today on 1850 632 632.

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 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.

Our overall customer service standards

Bord Gáis Energy works to ensure that all customers have available 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 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 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 ten business days. **If we fail to respond to you 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.**

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. These services are published in our special services register code of practice. **If we fail to meet our commitments to customers in 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 natural gas 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.**

7. Pay As You Go Meter code of practice

Pay As You Go Meters are an excellent way of budgeting, as you pay for your gas as you use it. **If we fail to meet our commitments as set out in this code, you will be entitled to a payment of €35.**