



Electricity

Handling customers'
complaints

CODE OF PRACTICE

BGE/E/CCOP/0918



bordgaisenergy.ie

If you need any further help or advice please contact us:

Residential electricity contact details

Tel: 01 611 01 01

Fax: 01 611 01 02

E-mail: elecinfo@bordgais.ie

Minicom: 1850 630 630

(for hearing impaired customers
with their own minicom equipment)

Customer service

Residential electricity

Bord Gáis Energy

PO Box 10943, Dublin 2

Business electricity contact details

Tel: 01 611 01 33

Fax: 01 602 1201

E-mail: businessdirect@bordgais.ie

Customer service

Business electricity

Bord Gáis Energy

PO Box 10943, Dublin 2

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

Code of Practice

Electricity

Handling customers' complaints

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1 We're always at your service

At Bord Gáis Energy we are committed to ensuring that you, our customer, is at the centre of all our business activities. You can rely on us to do our best to meet your needs by providing you with a first class customer service. But, however hard we try, things may sometimes still go wrong. That's why we've produced this guide to give you information and advice about how we deal with your complaints. If you're unhappy about any part of our service, let us know and we'll do everything we can to settle the matter quickly and to your satisfaction.

Our aim is to resolve all complaints as quickly and fairly as possible. We'll also keep a check of the reasons for complaints. This will help us to:

- Find out what we are doing wrong so we can put things right; *and*
- Improve the quality of our service so we achieve maximum customer satisfaction.

Our complaint handling system is:

- Aimed at settling any complaint we receive, giving a satisfactory explanation, an apology and rectifying the problem as necessary.
- Readily available to all our customers.

- Simple to operate and sets out our procedures and responsibilities.
- Speedy, with time limits for dealing with complaints.
- Fair, and includes an independent means of complaint investigation.
- Confidential - we respect the privacy of individuals and treat all information as confidential in accordance with data protection legislation.

2 Our promise

- We will promote this code of practice and have it readily available to customers.
- We make it easy for you to make a complaint.
- We will always apologise if we make a mistake.
- We will empower our front line staff to endeavour to resolve the problem straight away.
- We will formally record the specific failure and your feedback in relation to the matter.
- We will treat your complaint with sympathy.
- We will treat your complaint in a confidential manner.
- We will explain how we plan to resolve your complaint.
- We will have a transparent escalation procedure for complaint resolution.
- We will have an internal process to eliminate common and recurring sources of customer dissatisfaction.
- We will train our staff to deliver the promises we make in this code, and will keep our training up to date.
- We will monitor and measure the service we give to make sure we are keeping our promises.

3 What is a complaint?

A complaint is defined as the expression (through various possible channels, letter, email, phone call, physical claim) of a customer's dissatisfaction and his/her explicit expectation for a response or resolution.

4 How to make a complaint

If you are unhappy with any service or contact you have with us, please let us know and we will do our best to rectify things immediately.

We will aim to provide you with a satisfactory explanation for the issue you are experiencing, an apology and/or some form of redress (as appropriate).

You can register your complaint with us in any of the following ways:

Residential electricity

- By calling customer service at **01 611 01 01**
- By email to **elecinfo@bordgais.ie** or through our website **www.bordgaisenergy.ie**
- By mail to:
Customer service
Residential electricity
Bord Gáis Energy
PO Box 10943, Dublin 2

Business electricity

- By calling customer service at **01 611 01 33**
- By email to **bgenergy@bordgais.ie** or through our website **www.bordgaisenergy.ie**
- By mail to:
Customer service
Business electricity
Bord Gáis Energy

PO Box 10943, Dublin 2

We will accept complaints from a recognised agency or third party acting on your behalf.

5 How we will handle your complaint

Step 1

If you phone us, we aim to resolve the problem straight away while you are on the phone.

Exactly what we will do will depend on the circumstances, but we will always apologise and seek to implement an agreed speedy solution. If we cause problems with any aspect of the delivery of service to you we will take steps to ensure that the problem is fixed and does not recur.

Step 2

However, if we cannot sort out your problem while you are on the phone, we will look into the matter and outline the plan to rectify matters to your satisfaction.

- In all cases the customer service representative taking the complaint will give you their name as a future contact.
- Your complaint will be logged with a summary of the issues.
- We will record your telephone number and contact details.
- Written or emailed complaints will be responded to within 10 business days.

6 What happens if you are not happy with our response to your complaint?

- We have a customer friendly escalation procedure if you are not satisfied with our initial response to your complaint.
(See Section 6 on how to escalate your complaint)

Speed and timing in resolving all customer complaints is a key priority for Bord Gáis Energy. In some cases a resolution may take longer. However, our commitment is that we will issue you with a final answer within 2 months or that an agreed plan is in place to rectify the problem - in all cases we will keep you informed about the progress in resolving the matter. Sometimes, we cannot issue a final answer within 2 months where a customer is not engaging with us or technical procedures would be required that would extend the time required to reach a resolution.

Charter Payments:

You may be entitled to a Charter Payment of €30 if you believe we have breached this Code of Practice or any of our Guaranteed Standards in our Customer Charter.

If it is decided that the customer is entitled to a charter payment, your account will be credited within 10 working days. If there are arrears on your account, this money will be credited off the arrears. If you would prefer a refund, this can be arranged provided that there is sufficient credit on your account.

In the event that you are not happy with our response to your complaint, or the way we have handled it, you may request that your complaint be escalated to the Contact Centre Lead (using the contact details in Section 4).

In the event that you are still not happy, you may write to:-

Customer Service & Billing Manager
Bord Gáis Energy
1 Warrington Place
Dublin 2

Email: customercare@bordgais.ie

If following a review and formal response, you are still not satisfied that your complaint has been dealt with, and have received written notification of the closure of the complaint from Bord Gáis Energy, then the matter can be referred to the Commission for Regulation of Utilities (CRU) for a final review. The CRU operates as an independent review body and issues rulings on complaints on a case by case basis.

If the CRU has issued a direction for compensation or redress we will make the payment to you within 14 days or within one billing period where compensation or redress is in the form of credit to the customer's account. Your complaint may only be handled by the CRU after it has gone through Bord Gáis Energy's full complaints handling procedure.

7 What's covered?

The office of the Commission for Regulation of Utilities can be contacted by the following means:

Customer Care Team

Commission for Regulation of Utilities

PO Box 11934

Dublin 24

Tel: 1890 404 404

Fax: 01 4000 850

Email: customercare@cru.ie

Web: www.cru.ie/customer-care

The procedures explained in this guide deals with any complaints you may have about our standards of service related to:

- Communications – by phone, mail, fax or email
- Bill queries and charges
- Customer service staff
- Refund agreements
- Marketing campaigns
- Complaint handling
- Breach of our customer charter and codes of practice
- Poor quality service or unfair treatment by Bord Gáis Energy

We value feedback from our customers and are keen to hear your ideas about how we can improve our service levels. Please contact us if you have any suggestions.

8 What's not covered?

We will acknowledge all complaints from Bord Gáis Energy customers. However we are not in a position to resolve queries or issues relating to ESB Networks e.g.

- Outages
- Connection time and costs
- Quality of supply
- Metering issues and faults
- Fault repairs

We will, however, forward your complaint to ESB Networks on your behalf. The complaint will then be handled by ESB Networks to completion and they will communicate with you on the issue you raised.

9 Protection of a customer's legal rights

The complaints procedure within Bord Gáis Energy is a facility provided to and for customers and in no way prejudices a customer's legal rights (contractual or statutory). Likewise, the procedure does not impact on the legal relations between Bord Gáis Energy and the customer under the general terms and conditions for supply of electricity. Under the complaints procedure Bord Gáis Energy agrees to be bound by the findings of the Commission for Regulation of Utilities (on a without prejudice basis), while the customer is free to reject the finding and pursue other remedies.

10 Data protection

Bord Gáis Energy and its agents recognise the rights of the customer under data protection legislation.

Bord Gáis Energy will only use personal information for the purposes for which it was collected.

Bord Gáis Energy has made detailed Privacy Notices available to customers. These set out the various purposes for which personal information of customers is collected and used. They also set out the sources from which we get personal data, how it is shared, and how customers can exercise their rights under data protection law.

All customers should make themselves aware of the contents of these Privacy Notices which are all available at www.bordgaisenergy.ie/dataprotection

Information may be passed to our agents in order to provide services to customers. All agents are fully trained with regard to the relevant legislation.

Data protection complaints or queries should be directed in the first instance to the BGE Data Governance Team, who can be contacted at dataprotection@bordgais.ie or by calling **01 611 01 01**. The postal address for our Data Governance Officer is Data Governance Officer, Bord Gáis Energy Limited, PO Box 10943, Dublin 2

11 Contact details

We'd prefer you to phone rather than write because it is quicker, more direct and easier for us to answer your questions straight away. But if you want to write, our address is:

Customer service

Residential electricity

Bord Gáis Energy

PO Box 10943, Dublin 2

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elecinfo@bordgais.ie

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bgenergy@bordgais.ie

Please ensure that you have your account number ready when you call us, as we can only discuss account information with the account holder.

Our website

Visit our website at

www.bordgaisenergy.ie to see more useful information on our services.

For electricity supply failure and emergencies call ESB Networks 24 hour service on 1850 372 999.

12 Customer Charter

If you feel we have breached any of our commitments in this Code, then you may apply to us for a Charter payment of €30 setting out why you believe we have breached this Code. Where we agree that you are entitled to receive a Charter payment the amount will be credited to your electricity account within one billing period.

If you are no longer an account holder with Bord Gáis Energy, we will arrange an alternative method of awarding your charter payment.