

What should I do if I am finding it difficult to pay my bill?

If you are having difficulty paying your gas bill please contact our accounts department on **1850 632 632**.

In the event that your bill carries unpaid arrears from a previous bill issued, please call our credit control department on **1850 787 788** and explain the situation. We will try to agree a payment schedule with you in the strictest confidence.

Please note that failure to pay your bills within our credit terms may lead to withdrawal of gas supply.

If I am moving property how do I close my account?

If the gas account is in your own name you will need to close it so as to avoid future liability on your bill. You can close your account by calling **1850 632 632** or by writing to Bord Gáis Energy,

PO Box 10943, Dublin 2. You must give seven days notice prior to vacating the premises.

When you are closing your gas account, we will need the following information from you:

- A final meter reading and your forwarding address for your final bill.
- If you do not, or cannot provide this information, you should request disconnection of supply. You must provide access to allow us complete disconnection.

How often do I need my boiler serviced and who should I call?

For safety and efficiency reasons, Bord Gáis Energy recommends you have your boiler serviced on an annual basis. To arrange a service or repair with a registered Bord Gáis Energy service engineer contact our boiler servicing team by calling **1850 632 632** or by emailing servicing@bordgaisenergy.ie

How do I register a complaint?

To register a complaint please contact:

**Customer service department
Bord Gáis Energy
PO Box 10943, Dublin 2**

Tel: 1850 632 632

Email: info@bordgais.ie

We will then try to resolve the complaint to your satisfaction. If you have been through the Bord Gáis Energy complaint procedures and feel your complaint has not been resolved to your satisfaction you may refer the unresolved issue to:

**Customer Care Team
Commission for Energy Regulation
PO Box 11934
Dublin 24**

Tel: 1890 404 404

Email: customer-care@cer.ie

Website: www.cer.ie/customer-care

If you are having difficulty paying your gas bill please contact our accounts department on **1850 632 632**

Bord Gáis Energy contact information

Please ensure you have your account number ready when you call us as we can only discuss gas account information with the account holder. Your gas account number is located in the grey box on the front of your gas bill. For all customer enquiries

(within Republic of Ireland) 1850 632 632

(outside Republic of Ireland) +353 1 602 1495

24 hour meter reading service: 1850 632 632

Fax: 1850 631 631

Address: PO Box 10943, Dublin 2

Website: www.bordgaisenergy.ie

Email: info@bordgais.ie

24 hour gas emergency line

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 Gas Networks Ireland 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 Gas Networks Ireland on **1850 200 694**.

Natural Gas Essential Information



I have moved recently and would like to use natural gas in my new home, what should I do to become a Bord Gáis Energy customer?

The first thing you need to do to get your gas turned on, is call Bord Gáis Energy on **1850 632 632** or visit our website at **www.bordgaisenergy.ie** and click on the 'Moving Home' section.

To help us deal with your enquiry efficiently, please have the following to hand:

- **A meter reading and the date you moved in to the property and the name and address of the property owner (if you do not own the property).**
- **Proof of purchase/ownership/tenancy may be required – (if you are a tenant ask your letting agent).**

Will I need security to open an account?

You may be required to provide security* on opening your account with Bord Gáis Energy as follows:

This is normally a monetary deposit of €400, but this may be reduced if you agree to pay by Direct Debit (at our discretion).

*previous account holders may be exempt from security subject to review of their credit history. Security can only be determined once your previous credit history has been assessed. Bord Gáis Energy reserves the right to vary security requirements in certain circumstances. Where gas supply has already been turned off a connection fee of €148 will apply to the incoming occupant to unlock the meter, in addition to the above security requirements. Where gas supply is connected and you do not comply with our security requirements we may withdraw the gas supply.

How often will Bord Gáis Energy send out my bill?

Your gas bill will be issued to you every two months. Payment is due within fourteen days of the bill date.

How do I pay my gas bill?



Direct Debit

Direct Debit is the easiest way to pay your bill with two Direct Debit options to choose from; Bill-Pay Direct Debit and Plan-Pay Direct Debit. By using Bill-Pay Direct Debit you no longer have to worry about missing a payment date or letting your account slip into arrears.

With our Plan-Pay Direct Debit option you can spread your payment evenly over the year making it easier to budget your account. You can sign up to Direct Debit by calling **1850 632 632**, by going online or by filling out the form on the back of your bill and returning it to us by Freepost.



Phone

You can pay your bill over the phone by calling our 24 hour automated telephone service **1850 632 632**. You can also check your account balance, last payment date, payment amount and last bill date. Please remember to have your current account details and your bill to hand.



Online

You can pay your bill online using your Laser or credit card, you can do this easily by registering on our website at **www.bordgaisenergy.ie** and click on 'Register Here'.



Cash

You can pay your bill at any retail outlet where you see the PayPoint, Payzone, PostPoint signs or at any Post Office. You can pay your bill in full or make a part payment to a minimum of €20. Please have your bill with you.

How do I read my meter?

We usually send you six natural gas bills a year, normally four of these bills are based on having your meter read and two are based on estimates.

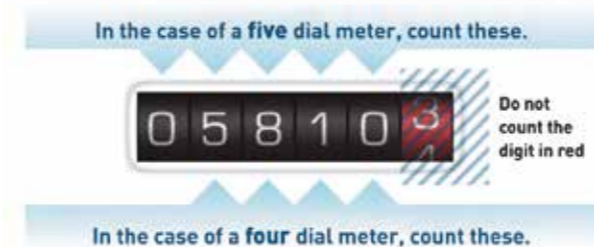
These meter readings and estimates are carried out by Gas Networks Ireland.

If Gas Networks Ireland have been unable to read your meter, the meter reader will leave a card inviting you to supply your own reading. If you submit a reading within three days of the meter reader's visit, then we will issue a bill based on that reading and it will have the letter 'C' (for customer) after the reading. Otherwise you will receive a bill based on an estimated meter reading. The estimate is shown on your bill with an 'E' after the meter reading.

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.

How do I submit a meter reading?

You can submit a meter reading in one of two ways:

By calling our 24 hour telephone service or by going online.

To submit a meter reading by phone, call **1850 632 632**. Please have your ten digit gas account number and your seven digit GPRN number to hand. (These numbers are located in the grey box on the front of your bill)

To submit a meter reading online please visit our website at **www.bordgaisenergy.ie** and click on 'Register here'. Please remember to have your gas bill to hand. Once registered you can submit your meter reading by clicking on 'Submit reading'.