

A photograph of a woman with long dark hair blowing bubbles with a green ring. A young child with brown hair and blue eyes is looking up at the bubbles. The background is a blurred indoor setting.

# Welcome to home electricity

It helps if it's Bord Gáis Energy  
01 611 01 01 | [bordgaisenergy.ie](http://bordgaisenergy.ie)



# Electricity for your home

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# 1

## Hello and welcome to Bord Gáis Energy!

Thanks for choosing us as your electricity supplier. We're delighted to have you as a customer. We'll do everything we can to help you and make sure you're happy with our service.

### Your welcome guide

This booklet has all the information you need to manage your account. We'll show you how to take meter readings, learn about payment options and manage your bills.

And, of course, we had to include the small print. In this booklet, you'll also find our terms and conditions, and a data protection notice.

### Talk to us any time

We're committed to helping you and improving what we do, so we'd love to hear what changes you would like to see. Let us know if there's anything you think we could do better. You'll find all our contact details on [page 12](#).

# 2

## Getting started

We like to keep things simple. Every two months, we'll calculate what you owe either from your meter reading or from an estimate from ESB Networks. Then we'll send out your bill.

You'll find a useful guide to your bill on [pages 6-7](#).



### Options to suit you

You can pay your bill by Direct Debit or with your debit card or credit card online or over the phone.

You can also pay by cash at the Post Office, PostPoint, Paypoint and Payzone outlets, or by sending us a cheque.



### Find out more

To learn more about our price plans and how we calculate your bill, check out [bordgaisenergy.ie](http://bordgaisenergy.ie) or call us on **01 611 01 01**.

Check out [page 10](#) for a handy list of FAQs and a guide to reading your meter, and [page 12](#) for all our contact details.



Keep your bills low by checking out our energy efficiency tips on [bordgaisenergy.ie](http://bordgaisenergy.ie). Free, easy and simple!

# 3

## Keep track online and on the go

We've made it easy for you to keep track of your electricity use and costs.

You can download our iPhone app or log into your account at [bordgaisenergy.ie](http://bordgaisenergy.ie) and enjoy the following services at the click of a button:

- Upload your own meter readings to ensure your bill is always based on your actual usage. You'll also find a handy guide on how to take your meter reading.
- Check your balance whenever it suits you and easily monitor your gas and electricity use.
- See when your last bill was due and how much it was.
- Send us your queries or ask us to give you a call.
- Find all the contact details you need.



### Go paperless

Once you're registered online, you can choose to have paperless billing.

We'll email you when your bill is ready for you to view online or on our app. We'll stop sending you bills in the post, but you can print your bill from our site.

If you have multiple accounts, you can choose paperless billing for some and still have bills posted to you for others. You'll find this option in the Choose Account section of the site.



### Our phone services

You can also manage your account and talk to us about your electricity service over the phone. Give us a call on **01 611 01 01**.



# Understanding your bill

1

## Bill address

This is where we send the bill.

2

## Account number

Have this handy when you call us.

3

## MPRN

Your MPRN (meter point reference number) is unique to your home and never changes.

4

## DG

The DG (distribution group) code helps us to understand your expected energy consumption.

5

## MCC

The MCC (meter configuration code) tells us the type of meter you have.

6

## Profile

The profile is a code we use to predict your consumption.

7

## Meter number

Each meter has its own number.

8

## Meter readings

We've three main types of readings:  
A - a reading taken by ESB Networks  
C - a reading you've given us  
E - an estimate from ESB Networks

9

## Standing charge

This is a fixed amount for the costs of providing your supply.

# your electricity bill



Mr Sam Sample,  
12 Any Street,  
Any Town,  
Any County

1

Billing period 01 Oct 10  
01 Dec 10

Date of issue 07 Dec 10

Account number 1234567890

2

METER NO.	METER READINGS			ELECTRICITY USED kWh	METER READING TYPES A: Actual reading C: Customer reading E: Estimated reading
	PRESENT	MINUS	PREVIOUS		
Z000001234	6010		5065	945	

7

8

MPRN 12345678901

3

DG	MCC	PROFILE
DG1	MCC01	01

4

5

6

## Discount Tariff - Urban Day (01 Oct 10 to 01 Dec 10)

Description	Units	Rate	AMOUNT €
Standing Charge	61 days	25.20 cent/day	15.37
24 hour Units	945	14.10 cent/kWh	133.25
Direct Debit Discount		12%	15.99 CR
PSO Levy	2	2.73 €/month	5.46
Total excluding V.A.T.			138.09
V.A.T. @ 13.5%			18.64
Invoice Total			156.73

9

### See reverse for:

Fuel mix and CO<sub>2</sub> emissions  
Emergency and fault reporting 1850 372 999

PLEASE PAY BY

Direct Debit 21 Dec 10

TOTAL €

156.73

### Customer service

01 611 01 01 or 1850 632 632

Bord Gáis Energy Limited

Registered office:  
One Warrington Place, Dublin 2  
VAT Number: IE 3234061GH

Payment within 14 days from date of issue

Page 1 of 1

\*All figures and values shown are for illustrative purposes only.



# Payment options

## Pay online or phone 24/7 Level Pay

We like to be helpful and keep things simple. You can pay your bill by Direct Debit or credit card on [bordgaisenergy.ie](http://bordgaisenergy.ie) or by giving us a call on **01 611 01 01**.

If you'd like to pay online, you can set up an account on our site.

### All you'll need is:

- Your name, as on your bill
- Your email address
- Your phone number
- Your electricity account number from the top right of your bill

## Other ways to pay

You can pay in cash at any retail outlet where you see Paypoint, Payzone or PostPoint signs and at any post office.

You can also pay by cheque. Make it out to Bord Gáis Energy and send it to us at **Customer Service, Residential Electricity, Bord Gáis Energy, PO Box 10943, Dublin 2.**

Cheque payments take about five working days to appear on your account.

Level Pay helps you to smooth out the ups and downs of electricity costs over the year. Signing up for Level Pay means you can budget better as you always know how much your payment will be. Whether we're in the grips of winter or enjoying summer sun, your payment stays the same.

Together, we'll agree how much you'll pay each month, based on your previous payments. All you need do then is set up a Direct Debit.

Simple! Give us a call on **01 611 01 01** to set up Level Pay now.

## Overdue accounts

If you've any problems paying your bill, give us a call on **01 611 01 06**. We'll work with you to try to sort it out.

We may have to withdraw your electricity supply if your bill is left unpaid. You may also incur ESB Networks charges.

For more information, log on to [bordgaisenergy.ie](http://bordgaisenergy.ie)

# 6

## Moving house

If you're moving, give us a call on **01 611 01 60** seven days before you leave. All we need is a final meter reading and a forwarding address for your last bill.

**You're responsible for electricity used at your old address until you cancel your account.**

To do this, we need you either to give us details of the next occupants or to give us access to disconnect the meter, which incurs a charge.





# Frequently asked questions

## Q. Can you help me understand my bill?

A. Yes, take a look at [page 5](#). If you need more information, give us a call on **01 611 01 01**.

## Q. How do I find out how much I owe?

A. There are three ways you can do this. You can log into your account online at [bordgaisenergy.ie](#), view your bill on our app or call us on **01 611 01 01**.

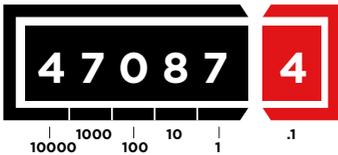
## Q. Who will read my electricity meter?

A. ESB Networks will come to your home to take readings. You can also submit readings yourself.

## Q. How do I submit a meter reading?

A. You can do this through your online account at [bordgaisenergy.ie](#), on our app or by calling us on **1850 33 77 77**.

You'll need your MPRN number (which is on the top right of your bill) and a meter reading. This number is shown in the black display on your meter.



## Q. How can I pay my bill?

A. You can pay your bill online, over the phone, by Level Pay, Paypoint, Payzone, PostPoint or by cheque. See [page 8](#).

## Q. I'm having difficulty paying my bill

A. Give us a call on **01 611 01 06** and we'll work with you to try to sort it out. See [page 8](#).

## Q. Will I still get an ESB bill for standing charges?

A. No, we include your standing charges in our bill and we pass the money on to ESB Networks.



**Q. Who do I call if there's an issue with my electricity supply?**

A. You can call ESB Networks on **1850 372 757** for connections, alterations or power quality problems. If you lose your electricity supply or want to report an emergency, call **1850 372 999**.

**Q. Can you help me if I have special requirements?**

A. Yes, we have a Special Services Register for our customers who are particularly vulnerable to disconnection during winter months for reasons of advanced age or physical, sensory, intellectual or mental health. You can avail of special services such as a braille bill, Talking Bill, nominate a carer and use our minicom service. We will also not disconnect your supply for non-payment of account between November and March each year if you are on our Special Services Register.

We also have a Priority Register for electricity customers who are critically dependent on electrically powered equipment, which shall include but is not limited to life protecting devices, assistive technologies to support independent living and medical equipment. If you are on this Register, then you will not be disconnected at any time for non-payment.

See our customer charter on [page 13](#). You need to complete a form to join our Special Services or Priority Register. For more information call us on **01 611 01 01** or visit [bordgaisenergy.ie](http://bordgaisenergy.ie)

**Q. I currently get the electricity allowance towards my bill. Will I still get this?**

A. Yes, you will still get the allowance. Instead of it being paid directly towards your bill, it will come to you as a separate payment. The Department of Social Protection will contact you about how you will get it.



# Contact us

We're always happy to hear from you and help you if needed. And we want to make sure you're pleased with our service.

When you get in touch with us, make sure to have your account number ready. Bear in mind that we can only discuss account information with the account holder.

If you phone us, please understand that we may record and monitor calls to make sure we maintain the highest level of service.

**Email us:** [info@bordgais.ie](mailto:info@bordgais.ie)

**Call us:** 01 611 01 01

**Write to us:** Customer service  
Residential electricity  
Bord Gáis Energy  
PO Box 10943, Dublin 2

## Emergency

ESB Networks provide a 24/7 emergency response service.

Call any time day or night to report a loss of electricity supply or a dangerous emergency, such as fallen power lines.

**1850 372 999**

## Complaints

We really try to go above and beyond, and exceed your expectations. Sometimes, things don't go quite to plan. If you have a complaint, please give us a call on **01 611 01 01**.

Alternatively, you can email us at [elecinfo@bordgais.ie](mailto:elecinfo@bordgais.ie) or write to us at:

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

We'll register your complaint and give you a reference number. We'll work hard to fix the problem immediately, but some issues can take longer to sort out.

We have a code of practice on handling customers' complaints. You can find it on [bordgaisenergy.ie](http://bordgaisenergy.ie) or call us on **01 611 01 01** and ask us to post it to you.

If your complaint is not resolved to your satisfaction after we have dealt with it, you can contact the Commission for Regulation of Utilities.

[customercare@cru.ie](mailto:customercare@cru.ie)

**1890 404 404**

**Energy Customers Team  
Commission for Regulation of Utilities  
P.O. Box 11934  
Dublin 24**



# Customer charter – our commitment to you

## 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 customer's 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 easy access to clear, timely and accurate information at all points of contact. We continue to drive for simplification of rules, procedures and information leaflets.

- We can be contacted by telephone, mail and email or through our website at **[www.bordgaisenergy.ie](http://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 customer's needs and welcome any feedback in relation to the services we provide.
- We train our staff to deliver the services outlined in this charter, and will 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 our overall service standards, we have guaranteed service standards. If we fail to meet any of these guarantees, we promise to apologise and to 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 within ten business days, you will be entitled to a payment of €30.**

### 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 gas or electricity account within ten business days of agreeing the amount to be paid. **If we fail to credit your gas or electricity account within ten business days, you will be entitled to a payment of €30.**

### 3. Marketing and Advertising code of practice guarantee

We guarantee that we will abide by our code of practice on marketing and we will adopt the best marketing and advertising practices as set out in this code. **If we fail to abide by this guarantee, you will be entitled to a payment of €30.**

#### 4. Sign-Up code of practice guarantee

We guarantee that we will abide by the commitments in our Sign-Up code of practice. **If we fail to meet our commitments in this code, you will be entitled to a payment of €30.**

#### 5. Complaints handling code of practice 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 €30.**

#### 6. Special and Priority Services code of practice guarantee

We offer a range of special and priority services to assist customers with special needs and those reliant on electrical home medical equipment. These services are published in our Vulnerable Customers code of practice. Customers who wish to avail of and are eligible for these services must register with us. **If we fail to meet our commitments to vulnerable customers who have registered on our special and priority services register, you will be entitled to a payment of €30.**

#### 7. Bill payment 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 bill payment which details how we will handle customers who have difficulty in paying their bill. This code covers Billing in general, Bill payment and also covers Disconnection.

**If we fail to meet our commitments as set out in this code, you will be entitled to a payment of €30.**

#### 8. Pay As You Go Metering code of practice guarantee

We guarantee that we will abide by our code of practice for Pay As You Go Meters. **If we fail to abide by this guarantee, you will be entitled to a payment of €30.**

Our codes of practice supporting this customer charter are:

- Marketing & Advertising
- Sign-Up
- Handling customers complaints
- Bill payment (includes Billing, Bill Payment and Disconnections)
- Vulnerable Customers
- Pay As You Go Metering

Copies can be sent to you on request or you can view them online at **[www.bordgaisenergy.ie](http://www.bordgaisenergy.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 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. If there is any inconsistency or conflict between this customer charter and the Bord Gáis Energy terms and conditions of supply, the terms and conditions of supply shall prevail.



# Conditions of Supply for Electricity Residential Customers

These are our standard conditions approved by the Commission for Regulation of Utilities. As a residential customer you will be deemed to have accepted this contract from the date that you sign up (“cooling-off period”).

Bord Gáis Energy Limited is the Controller of your Personal Data. We now recommend that you read our Privacy Notice, to understand your data protection rights and how we collect and use your Personal Data. All of our Privacy Notices are located at [www.bordgaisenergy.ie/dataprotection](http://www.bordgaisenergy.ie/dataprotection).

The Privacy Notice which applies to our gas and electricity supply customers is provided in the section 12 of this Welcome Pack and is located at

[www.bordgaisenergy.ie/docs/DataProtection/GasElecPrivacyNotice.pdf](http://www.bordgaisenergy.ie/docs/DataProtection/GasElecPrivacyNotice.pdf)

The Privacy Notice does not form part of the contract between you and Bord Gáis Energy Limited.

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## 1 Definitions

1.1 In these conditions the words below have the following meanings:

**“Appliances”** means all apparatus which consumes electricity (including associated wiring) installed on the Premises beyond the Meter but does not include the Meter or any fittings and wiring installed up to the Meter;

**“Billing Period”** means a period of two months in respect of which we will issue invoices to you under this contract;

**“Bord Gáis Energy”** or **“we”** or **“us”** means Bord Gáis Energy Limited, a limited company incorporated in Ireland with company number 463078 and having its registered address at 1, Warrington Place, Dublin 2.

**“Commission”** means the Commission for Regulation of Utilities;

**“Conditions”** means the standard conditions of supply set out in this document;

**“Contract”** means the contract between you and us for the supply of electricity to the Premises;

**“Deemed Contract”** means a contract for the supply of electricity or gas under Section 16A of the Energy (Miscellaneous Provisions) Act 1995. A Deemed Contract is where a supply of energy (electricity or gas) is provided to a premises in the absence of a contract for supply between a supplier that holds a licence and the owner or occupier of a Premises;

**“Distribution Services”** means any works carried out by ESB Networks in relation to the customer’s Electricity Connection, including but not limited to the provision, installation, repair, maintenance, energisation or de-energisation or servicing of the Meter or equipment used in the distribution and supply of electricity;

**“Electricity Connection”** means the connection between the electricity network and the Premises up to and including the Meter;

**“Electricity Network”** means all of the transmission and distribution wires used for the transmission, distribution and supply of electricity to, from or within Ireland;

**“Emergency”** means an emergency endangering persons and/or property or an outage in the electrical supply arising from a fault in the electricity network;

**“Emergency Response Service”** means the emergency response service operated by ESB Networks for the purposes of receiving and responding to reports of actual or suspected electricity emergencies;

**“ESB”** means Electricity Supply Board, a statutory corporation constituted under the Electricity (Supply) Act 1927, its successors and assigns;

**“ESB Networks”** means Electricity Supply Board, acting as operator of the electricity network;

**“Last Resort Supply Direction”** means a direction given to a supplier (the Supplier of Last Resort) by the Commission requiring it to make available a supply of electricity to premises previously supplied by another supplier;

**“Licence”** means the Licence to supply electricity granted to us by the Commission;

**“Meter”** means the electricity meter and related fittings and wires installed by ESB Networks for the purpose of measuring the quantity of electricity used by you on the Premises and includes any such meter or meters of any type supplied to you at any time at the Premises;

**“MRSO”** means the Meter Registration System Operator, a body run by ESB Networks which maintains the register of all electricity meter points in Ireland;

**“Online Account”** means our online account management system for customers where, once registered, you can access your bills and certain communications from Bord Gáis Energy, through our website or mobile app, using your registered email address and password (subject to any terms and conditions associated with online account use);

**“Premises”** means the premises specified in the application for electricity supply completed by you or such other premises as may be notified by you to us and accepted by us from time to time;

**“Pay as You Go Meter”** means the prepayment computerised meter through which electricity may be pre-paid from us using a top-up card.

**“Priority Support Customers”** means customers who are reliant on electrical home medical equipment, both life

supporting and non life supporting;

**“Special Services Customers”** means customers who are particularly vulnerable to disconnection during the winter months for reasons of advanced age or physical, sensory, intellectual or mental health or as defined by the Commission from time to time;

**“Tariff Structure”** means our list of current tariffs and the pricing structure applicable to each; and

**“You”** means you the customer who has entered into the Contract. Where you are more than one person or entity, each person or entity is jointly and severally liable for your obligations under this Contract.

- 1.2 References in the Conditions to a document shall be references to such document as amended or replaced from time to time.

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## 2 Sale and Supply

- (a) We will sell and supply electricity to you at the Premises subject to these Conditions until the Contract is ended by either of us in accordance with Condition 12 (Termination). We may issue you additional product specific terms and conditions depending on the particular product you have chosen. Together these terms and conditions and the product specific terms and conditions form the Contract between us.
- (b) If we do not already supply the Premises, we will begin supplying the Premises on the date the MRSO notifies us we are the Supplier and the Contract will commence on that date.
- (c) You can cancel the switch within 14 days from the date you agreed to this Contract under the European Union (Consumer Information, Cancellation and Other Rights) Regulations 2013 by using the cancellation form on our website at [www.bordgaisenergy.ie/cancellation-form/](http://www.bordgaisenergy.ie/cancellation-form/) or by contacting us in accordance with Condition 17 (“cooling-off period”).

- (d) In certain circumstances, you may require us, for whatever reason, to supply electricity to you during the 14 day (“cooling-off period”) cancellation period set out above. In the event that you wish to cancel this Contract during the 14 days (“cooling-off period”) but following the commencement of our supply of electricity to you, you agree to pay for all electricity supplied to you up to the date of cancellation.
- (e) If you are providing information about other people on a joint application or otherwise, you must make sure they agree that we can use their information to do this. If you give us false or inaccurate information and fraud is identified, we will pass your details to credit-reference and fraud-prevention agencies.

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### 3 Metering and Billing

- (a) The electricity supply will be measured by the Meter and metering equipment that will be installed and maintained by ESB Networks. ESB Networks staff, its agents or contractors will read the Meter.
- (b) In between readings of the Meter, estimations of your electricity consumption may be made by ESB Networks. An estimated meter read will be calculated having regard to a number of factors including (but not limited to) prior electricity usage at the Premises, the time of year and the nature of the Premises.
- (c) We will regularly send you bills for the electricity that you use. Your bill may also include charges for services including but not limited to Siteworks charges that we have supplied to you and will include VAT.
- (d) If you or we discover that any Meter reading has been inaccurate or omitted, or the readings have not been converted into charges correctly, you or we, as the case may be, must pay any money that is due at the date of the next bill or when requested to do so by Bord Gáis Energy.
- (e) If we have not been able to get Meter readings for any reason, we will use estimated readings. You can also provide us with your own Meter reading by phoning 01 611 01 01.
- (f) If we supply electricity to you but all or part of such electricity supplied is not registered by the Meter (due to a fault or unauthorised interference or any other reason), you must pay an amount equal to the charge that would have been payable had the Meter or metering equipment been working properly.
- (g) Further information on your bill can be obtained in our code of practice on billing entitled “Billing & Disconnection” and may be obtained by contacting us in accordance with Condition 18.

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### 4 Access and Distribution Services

- (a) All equipment and installations up to and including the Meter belong to ESB Networks and must be used in accordance with ESB Networks’ instructions. We have no responsibility for maintaining the Meter or any metering equipment or associated wiring.
- (b) You agree to be bound by any conditions given to you by ESB Networks or by us on behalf of ESB Networks regarding your Electricity Connection and any related matters.
- (c) We will transfer your data to ESB Networks (in accordance with our Privacy Notice) in order that they may perform services in relation to your Meter and electricity connection.
- (d) You are responsible at all times for having due care towards the Meter. You will not interfere or allow any interference with the Meter, whether for repairs or for any other purpose without ESB Networks’ consent, and shall notify ESB Networks and/or us promptly of any defect in the Meter or if any alteration or other attention is required.
- (e) You may request ESB Networks to carry out Distribution Services at the Premises.
- (f) We may request that Distribution Services are carried out at the Premises

such as de-energisation, re-energisation or servicing of the Meter.

- (g) You are responsible for all costs (including VAT) associated with the Distribution Services. This includes any costs incurred as a result of the cancellation of the Distribution Services by you or because of your default. You are also responsible for any fees payable where ESB Networks visits the Premises to carry out the Distribution Services at a time agreed with you, but is unable to do so due to your default.
- (h) ESB Networks (and when appropriate we) will inform you at the time that you request the Distribution Services of the cost and payment terms of the Distribution Services including who will invoice you for those services.
- (i) You must allow ESB Networks and its contractors, sub-contractors and their employees, servants or agents safe, free and unrestricted access to the Meter and, if required, safe, free and unrestricted admission to the Premises at all reasonable times. This includes (but is not limited to) reading, inspection, repair and removal of the Meter and any other Distribution Services that you request ESB Networks to carry out at the Premises.
- (j) You must allow ESB Networks access to the Premises or Meter at any time in the case of any electrical emergency.
- (k) You will also allow us a right of entry to the Premises for all reasonable purposes at all reasonable times and at any time in the case of an emergency.
- (l) If you fail to comply with Condition 3 or 4 and this frustrates or delays payment for the electricity used by you, we will be entitled to treat this as a neglect or refusal to pay for the purposes of the Conditions.

---

## 5 Price of Electricity

- (a) You will be charged our Fixed Price tariff as quoted to you when you agreed to this Contract. This Fixed Price tariff was subsequently confirmed to you in

a Confirmation Letter from us.

- (b) If you continue to take a supply of electricity from us after the Contract End Date you will be charged our standard electricity tariff which is subject to variation and you will be supplied on our Standard Terms and Conditions of Electricity Supply (as displayed on our website from time to time).
- (c) You may get advice from us on choosing a tariff but you are responsible for making the decision on what tariff best suits your needs. In the event that you have chosen the incorrect tariff for you, Bord Gáis Energy will not be held accountable for this or any charging that has occurred due to your incorrect selection.

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## 6 Payment of Accounts

- (a) You must pay us the cost of the electricity consumed at the Premises, or which we have estimated that you have consumed during the Billing Period (plus VAT), and any supply charge which may be applicable to the tariff you have chosen. Unless we have agreed otherwise, every bill, including an estimated meter read, is payable on the date specified in the bill. You must also pay us for any amount specified on the bill for other services that we have agreed to provide to you. If you do not pay your bill on time then any discounts that are applied to your bill may be removed at our discretion.
- (b) You must pay us for any Distribution Services that we or you have requested be carried out at your Premises and for which we have been charged by ESB Networks. This includes (but is not limited to) the de-energisation or re-energisation of the Meter.
- (c) Your liability to pay for the electricity used at the Premises (plus VAT) together with any supply charges which may be applicable to the tariff you have chosen and any amount specified on the bill for other services that we have agreed to provide to you continues until all sums due are discharged by you.
- (d) If you receive a discount from us for paying by a particular payment method

then you must continue to pay by this payment method in order to maintain your discount.

- (e) When your request to switch is processed, your current supplier will notify us if you are in arrears for more than levels set for all customers by the Commission for Regulation of Utilities. If we decide not to carry out the switch because of arrears, we will tell you in writing.
- (f) You will not be charged for changing Supplier.
- (g) If you have changed from another supplier, you agree to pay any outstanding charges transferred to us by the other supplier (including VAT).
- (h) You must pay us by one of the methods set out on our website, on the back of your bill or as set out in our Code of Practice entitled "Billing & Disconnection".
- (i) If you do not pay us any sum due under the Contract you will be liable to pay us interest from the due date for payment at a daily rate equal to 2% above the Bank of Ireland AAA Overdraft Rate then in force or, if there is no such rate, then an equivalent rate, accruing on a daily basis until payment is made.
- (j) In the event that you are experiencing payment difficulties, we may agree to the installation of a Pay as You Go Meter at your premises (where suitable) in order to maintain your supply and/or repay any Electricity debt owed by you which may be recovered through the Pay as You Go Meter. You are responsible for the cost of installing the Pay as You Go Meter unless otherwise directed by Bord Gáis Energy.
- (k) An electricity top-up card will be issued to you for use with the Pay as You Go Meter. You shall be responsible for the safe custody of the top-up card. If a replacement top-up card is required by you it will be charged to you at the rate prevailing at that time. For further information on Pay as You Go Meters please see our Code of Practice on Pay as You Go Meters. You may obtain a copy of this code by contacting us in accordance with Condition 18.
- (l) If you have a Bord Gáis Energy account

with us at this or other premises, we may transfer any credit or debt between your accounts in order to recover any money you owe us.

- (m) Where you are more than one person or entity, each person or entity is jointly and severally liable for your obligations under this Contract. In the event that there are arrears owing on your account, Bord Gáis Energy reserves the right to seek recovery of these arrears from one or all of the joint account holders.
- (n) Failure to adhere to these Conditions in respect of payment of accounts will adversely affect your Bord Gáis Energy credit record.
- (o) If you close your electricity account (credit meter) and there is a credit balance due to you this will be shown on your final bill. You must contact us to receive your credit. If any credit remains unclaimed for longer than one year then we may remove this credit from your account.
- (p) Once Bord Gáis Energy has completed the process for debt collection as set out in our Code of Practice on Billing & Disconnection, we may pass your outstanding debt to a 3rd party agency who will attempt to recover the debt. In the event that this occurs then we may charge an administration fee.
- (q) A copy of our Code of Practice entitled "Billing & Disconnection" may be obtained by contacting us in accordance with Condition 18.

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## 7 Security (Cash Deposit)

If we decide it is required at any time, you must provide us with security cover (such as a cash deposit). This may be used at Bord Gáis Energy's sole discretion for the payment of any monies which become due by you under the Contract and which remain unpaid at any time. Any cash deposit will be repaid to you when you close your account provided all sums due have been paid or provided you have satisfied our payment terms on a continuous 12 month period, whichever is the earliest.

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## 8 Special Services Customers and Priority Support Customers

- (a) We will provide certain services to our customers who require special services or priority support in relation to their electricity usage. Details of these special services are set out in our Code of Practice for Vulnerable Customers which may be obtained by contacting us in accordance with Condition 18.
- (b) We maintain a register of special services customers and priority support customers. If you wish to be treated as a special services customer or priority support customer and receive the services as set out in our Vulnerable Customer Code of Practice, you must give us the necessary information that we require to compile these registers and we agree that we will not disclose this information except to ESB Networks who require the information to perform certain services for you and in accordance with these Conditions and the law.

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## 9 Electricity Emergency

In the event of and for the duration of an electrical emergency:

- (a) we may at the request of the emergency response service or ESB Networks discontinue the supply of electricity to the Premises; and
- (b) you must refrain from using electricity immediately upon being told by us or ESB Networks that you should do so.

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## 10 Emergency Response Service

- (a) The Emergency Response Service is operated by ESB Networks on behalf of all customers.
- (b) The 24-hour telephone number of the emergency response service is 1850 372 999.
- (c) We will, in so far as is practicable, take steps to inform you of any change in the details of the emergency response service before such change

becomes effective. In any event the up-to-date information about this service will be displayed on our website ([www.bordgaisenergy.ie](http://www.bordgaisenergy.ie)), or may be obtained by contacting us in accordance with Condition 17.

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## 11 Limitation of Liability

- (a) We will not be responsible for any loss or damage sustained by you in respect of any failure by us to supply electricity as a result of our inability to secure a supply of electricity, industrial action, breaks or defects in mains, or any other reasonable cause outside our control.
- (b) We will not be liable to you under this agreement in contract, tort (including negligence) or otherwise for any indirect or consequential loss or economic loss suffered by you as a result of the sale or supply of electricity or in connection with this Contract.
- (c) We will not have any liability howsoever arising in respect of, or in connection with, any failure of the services provided by ESB Networks, your Electricity Connection or any Distribution Services.
- (d) You accept liability for the care and maintenance of the Appliances and associated wiring at the Premises.
- (e) We accept no liability arising in relation to your Appliances, the associated wiring or the maintenance of the Appliances or associated wiring.
- (f) Nothing in this Contract will exclude or restrict our liability for damages arising out of liability for death or personal injury arising from our negligence.

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## 12 Termination

This Contract will continue until terminated by either you or us in accordance with clause 12.

- (a) (i) You may end this agreement by giving us 7 days notice by telephone or by writing to us (in accordance with Condition 17) and by paying the amount due for all electricity used up to the date of such termination

and for any other charges and obligations in your tariff or services that we have agreed to provide to you under this Contract.

- (ii) You will remain liable for any electricity used in the Premises until this notice has expired and a) you have given us a meter reading or b) you have given access to ESB Networks to read and de-energise the Meter or c) you have accepted an estimated meter reading provided by us. If you cannot provide us with a closing meter read we may provide you with an estimated read calculated by us, at our sole discretion. Where this happens, you agree to make payment in full based on our estimated Meter read. In the event that you cannot provide a meter reading, do not accept our meter reading or cannot provide ESB Networks access to the Premises, you may be charged a special administration fee of €65 in order to close your account.
- (iii) In the event of your death, your personal representative will be liable for any continued supply of electricity to the Premises until a new contract is entered into for the supply of electricity to the Premises or until this Contract is terminated.
- (b) We may end this Contract in the following circumstances:
  - (i) on giving you three months notice in writing where the continuation of the supply of electricity to your Premises is no longer economically viable;
  - (ii) with notice, if you have not paid any monies due by you under this Contract and we have followed our policy in our Code of Practice on Billing & Disconnection in attempting to recover these monies;
  - (iii) with notice, if you continue to be in breach of these Conditions for one month or more, having received notice of any such breach from us;
  - (iv) without notice, if the emergency response service or ESB Networks informs us that there is any risk of injury to persons or property as a result of any defects or suspected defects in the electrical network, meter installation or the Appliances;
  - (v) without notice, if we consider that there is any risk of injury to persons or property by reason of any defects or suspected defects in the electrical network, meter installation, or your internal installations up to and including the Appliances;
  - (vi) without notice, if we no longer have a Licence to supply your Premises;
  - (vii) without notice, if a last resort supply direction is given to another supplier (the Supplier of Last Resort) in respect of the Premises, and the Contract will end on the date that the direction takes effect (your data will be transferred to the Supplier of Last Resort in accordance with our Privacy Notice in order that it can supply you with electricity); or
  - (viii) with notice, if you do not agree to the installation of a Pay as You Go Meter or agree to enter into a payment plan for the recovery of debt, where suitable.
- (c) The ending of the Contract, will not affect any rights or duties which have accrued to you or us prior to the Contract ending.
- (d) Where the supply of electricity is disconnected due to your default, you will pay us all expenses incurred and also the cost of de-energisation and of subsequent re-energisation, if any.
- (e) Further information in relation to our policy and procedures for causing premises to be disconnected from the electricity network is set out in our Code of Practice on Billing & Disconnection which may be obtained by contacting us in accordance with Condition 18.

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### 13 Complaints

- (a) You may make a complaint in relation to any issue arising under this Contract by contacting our Customer Experience team in accordance with Condition 17.
- (b) Any complaints made by you will be dealt with by us in accordance with our Code of Practice for dealing with customer complaints. You may obtain a copy of this code by contacting us in accordance with Condition 18.

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### 14 Variation of General Conditions

- (a) We may amend, vary or add to these Conditions at any time on giving you thirty (30) days written notice by at least two methods which will be in the form set out below:
  - Bill insert,
  - via our website,
  - by email or
  - via the mass media.
- (b) We will provide you with a copy of the amendments to the Conditions. If any variation, addition or amendment is unacceptable to you, you may end the Contract in accordance with Condition 12 (a) (i) (the unvaried Conditions applying during the 7-day notice period) otherwise by continuing to receive the supply of electricity, you will be deemed to have expressly consented to accepting the new Conditions and these will become effective 30 days after we have served the notice of variation/addition/amendment.
- (c) The Conditions shall be displayed on our website, or may be obtained by contacting us in accordance with Condition 17.

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### 15 Assignment

We may assign or transfer to any other person the benefit of this Contract or any or all of our rights and obligations hereunder without your prior written approval. You may not assign this Contract without our consent.

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### 16 Notices

- (a) We will have given you proper notice:
  - (i) if we send the notice by post to your last known address on the second day after the date it was posted; or
  - (ii) by email to the address you have registered with us; or
  - (iii) via your Online Account as notified to you by email; or
  - (iv) if we address the notice to some or all customers in an advertisement. Notices may be included in any other communication we send you.
- (b) You will have given us proper notice if you send the notice by post addressed to us at our principal office in accordance with Condition 17.

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### 17 Contact Details

- (a) Our Customer Experience team may be contacted:
  - (i) In writing: Customer Service  
Residential Electricity  
Bord Gáis Electricity  
PO Box 10943  
Dublin 1
  - (ii) By telephone: 01 611 01 01
  - (ii) By telephone  
(outside Ireland): 00353 1 602 1550
  - (iii) By fax: 01 611 01 02
  - (iv) By e-mail: info@bordgais.ie
  - (v) Minicom: 1850 630 630

Certain information as provided in the Conditions may also be obtained on our website at [www.bordgaisenergy.ie](http://www.bordgaisenergy.ie)

- (b) This contact information may be amended or varied from time to time. The up-to-date information in this regard will be displayed on our website and on your bill.

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### 18 Bord Gáis Energy Codes of Practice and Customer Charter

- (a) We have 6 Codes of Practice covering Complaint Handling, Marketing, Billing & Disconnection, Sign-Up, Vulnerable

Customers (Special Services Customers and Priority Support Customers) and Pay as You Go Meters which set out the way we do our business in each of these areas and the services and levels of service you can expect. To obtain a free copy please call us on 01 611 01 01 or visit our website at [www.bordgaisenergy.ie](http://www.bordgaisenergy.ie)

- (b) We have a Customer Charter which sets out our customer service commitments and our 8 guaranteed service standards. If you believe that we have breached any of our guaranteed standards, you may apply for a Charter payment. To obtain a free copy please call us on 01 611 01 01 or visit our website at [www.bordgaisenergy.ie](http://www.bordgaisenergy.ie)

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## 19 Deemed Contract

- (a) If you own or occupy a Premises where a supply of electricity and/or Natural Gas is provided and you do not have a contract for the supply of electricity and/or Natural Gas with Bord Gáis Energy as the registered supplier of the Premises then you will be considered to be supplied by us under a Deemed Contract.
- (b) The Deemed Contract will be between us, Bord Gáis Energy, and you, the owner or occupier of the Premises. The Deemed Contract will start on the date when you begin to take a supply of electricity and/or Natural Gas in the absence of a contract for supply and shall end on the date on which we or another supplier is registered with the MRSO and/ or GPRO as the supplier of the Premises or on the date on which we cease to supply the Premises, whichever is the earliest.
- (c) If you are being supplied under a Deemed Contract:
  - (i) we will send you a notice informing you of this and advising you that you are liable to pay for any electricity and/or Natural Gas consumed under a Deemed Contract; and
  - (ii) our standard Conditions of Supply for Residential Customers will apply to you;

- (iii) you will be charged our standard electricity and/ or Natural Gas tariff (which shall include applicable charges, taxes and levies) for residential customers for any electricity and/ or Natural Gas supplied. Our standard electricity and/ or Natural Gas tariff is published on our website at [www.bordgaisenergy.ie](http://www.bordgaisenergy.ie) or can be obtained by calling us on 01 611 01 01
- (iv) you are free to enter into a contract of supply with us or with another energy supplier.
- (v) You will be bound by ESB Networks General Conditions for Connection to the Distribution system for customers with a connection of less than 100kVA (if you are being supplied with electricity under a Deemed Contract).

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## 20 General

- (a) The headings in these Conditions are for convenience only and will not affect their interpretation.
- (b) If we waive a breach of the Contract by you, that waiver shall not be considered to be or include a waiver of any subsequent breach by you of the same or any other provision.
- (c) If a competent authority determines that any provision of these Conditions is invalid or unenforceable in whole or in part the validity of the other provisions of these Conditions and the remainder of the provision in question shall not be affected by that determination.
- (d) The Contract shall be governed and construed in accordance with the laws of Ireland and the courts of Ireland and Commission for Regulation of Utilities shall have jurisdiction to decide any disputes arising between us and you.







# Level Pay Terms and Conditions

Please note that these terms and conditions should be read along with your residential gas/electricity terms and conditions of supply and together they will form your contract with us.

1. Level Pay is a payment facility which allows customers to manage their gas and/or electricity account by making regular monthly payments via Direct Debit. Bord Gáis Energy Limited (“Bord Gáis Energy”) does not charge any additional administration fees for the provision of the Level Pay payment facility.
2. In order to avail of the Level Pay payment facility, you are required to have a valid Direct Debit mandate to be set-up with Bord Gáis Energy. Level pay is not available to customers with:
  - (i) a credit of €1000 or greater; or
  - (ii) a debt of €1000 or greater and the debt is owed for 60 days or more.

Bord Gáis Energy has the right to withdraw the Level Pay payment facility from a customer at any stage if these conditions are not met.

3. **Billing** - You will continue to receive bills, online or in the post from us every 2 months which will set out (among other things) any estimated or actual meter readings taken at the Premises, the amount being paid by Level Pay each month (the “**Payment Amount(s)**”) and other useful information about your gas and/or electricity account and the services we provide.
4. **Payments** - The customer’s bank account will be debited each month on a date agreed with us. The Level Pay payment facility will commence once we notify you of the first monthly Payment Amount and the date that your account will be debited each month. If this date falls on a weekend or bank holiday, the

Payment Amount will be taken on the next Irish working day after this date. It is your responsibility to ensure sufficient funds are in your bank account to cover your monthly Payment Amount.

5. **Calculation of the Payment Amount** - The monthly Payment Amount is calculated based on one the following, as selected by us:
  - a. consumption History of the Premise, if available; or
  - b. annual consumption from the network providers (ESBN/GNI); or
  - c. annual consumption provided by the customer; or
  - d. our consumption calculator based on the profile of the Premises; or
  - e. national average annual consumption figures as set by the Commission for Regulation of Utilities (CRU).

We take the gas or electricity usage of your Premises over the last 12 months and apply our current prices to calculate your annual bill. We then simply divide by 12 to create monthly payments.

6. **Adjustment of the Payment Amount:** We will adjust the monthly Payment Amount if there is a change in your consumption or a significant change to Bord Gáis Energy’s gas prices/ electricity prices/ tariffs. If your Payment Amount is adjusted, we will let you know what your revised Payment Amount will be in your next bill (this will be sent to you by post or if you are a paperless customer you will need to go online to view your bill) which will be issued to you in advance of the revised Payment Amount being taken by Direct Debit.
7. Due to the seasonal nature of energy consumption, the balance on your account can fluctuate between credit

and debit at certain times of the year. This is explained in greater detail in “Your Helpful Guide To Level Pay” which can be found on our website at [bordgaisenergy.ie/levelpay](http://bordgaisenergy.ie/levelpay). To try to limit the impact of these fluctuations, we periodically review the balance on your account and any credit/debit balance will usually be applied across the Payment Amounts for the following 12 months. We make no guarantee that your Payment Amount will remain the same for any period of time.

8. **Overpayment/Underpayment** - If, after an annual review, the amount held/owing on your account is considered excessive by us, we will require payment of the balance from you or we will refund the balance to you prior to continuing the Level Pay payment facility. If there is a credit on your account in excess of €120, you can request a refund if (i) we hold a recent actual meter reading for the Premises and (ii) you do not have debt on another account with us. If you do not request a refund, the credit balance will be carried forward to the next year and may be used to reduce the monthly Payment Amounts.

If there is debt on the account then payment must be made for this. If we consider this debt to be excessive, we may cancel your Level Pay payment facility if you do not make the required payment.

9. **Meter Readings** - To ensure that the Payment Amount is correct, we require actual meter readings for the Premises. You can check if your Payment Amount is based on an actual meter reading for the Premises by reviewing your bill. This information can be found in the meter reading section of the bill, which has an explanation of each type of meter reading we use. If your bill is based on an “E” meter reading, you should contact us to submit an actual meter reading. Please contact us or see our website for options on how to submit meter readings. If we do not hold a recent actual meter reading for the Premises, this could result in your Payment Amount(s) being inaccurate and an

overpayment/underpayment to us.

10. We reserve the right to remove the Level Pay payment facility from customers who we do not hold a recent actual meter reading for the Premises.
11. If a bill is issued prior to you registering for the Level Pay payment facility, you are required to pay this bill by the date specified in your bill before the Level Pay payment facility can be set up.
12. If you wish to terminate the Level Pay payment facility, you must contact us by telephone or in writing to notify us (our Contact Details are included in your residential gas/electricity terms and conditions of supply or can be found on our website [www.bordgaisenergy.ie](http://www.bordgaisenergy.ie)). The balance owed on the account will then become payable and the account will revert to bi-monthly payments due within 14 days of the date of issue of the bill by one of our other payment methods (details of which are included on our bill).
13. Bord Gáis Energy may terminate the Level Pay payment facility at any time by giving you notice of this termination.
14. In the event that a Direct Debit for a Payment Amount is returned unpaid, Bord Gáis Energy reserves the right to represent the Direct Debit for payment 7 days after the day that it was last presented. Failed Direct Debits may give rise to bank charges, please note that you are responsible for any related bank charges.
15. If a Direct Debit repeatedly fails, we may terminate the Level Pay payment facility immediately without notice.
16. Bord Gáis Energy reserves the right to select the customers that the Level Pay payment facility is offered to and we are under no obligation to offer the Level Pay payment facility to any customer.
17. If you close your gas/electricity account and we have already sent a request to the bank for the next monthly Payment Amount then this Payment Amount will still be taken by Direct Debit and the Payment Amount will:

- (a) go towards the balance owed on your account; or
  - (b) you can contact us to arrange for a refund, if there is over payment.
18. If your Level Pay payment facility is cancelled, you will lose any discount you receive for paying by this method.



# Privacy Notice: Gas and Electricity Supply

## 1. Bord Gáis Energy and your personal information

This is the Bord Gáis Energy Limited Gas and Electricity Supply Privacy Notice. For all Gas and Electricity Supply services provided by us, the data controller is Bord Gáis Energy Limited. Bord Gáis Energy Limited is part of the Centrica group.

All of our Privacy Notices are located at [www.bordgaisenergy.ie/dataprotection](http://www.bordgaisenergy.ie/dataprotection). If you are a HomeCare boiler services customer, the Home Care Privacy Notice at [www.bordgaisenergy.ie/docs/DataProtection/HomeCarePrivacyNotice.pdf](http://www.bordgaisenergy.ie/docs/DataProtection/HomeCarePrivacyNotice.pdf) will apply to you.

## 2. Personal information we collect

We collect the following types of personal information from you:

- a Your contact details:** information that allows us to contact you directly - your name, email address, telephone number and addresses associated with your account.
- b Details of other people linked to your account:** if you have nominees, executors, or people with a power of attorney, their details will be linked to your account.
- c Payment information:** purchase history, credit/debit card details and bank account details you provide to make payment for the products and services you purchase from us; your payment method and history.
- d Vulnerable Customer status:** if you apply to be registered on our Special or Priority Services Register, you provide us with details of your advanced age and health status/conditions (for more details, see [www.bordgaisenergy.ie/docs/publications/codes-of-practice/bge-special-services-register-v4.pdf](http://www.bordgaisenergy.ie/docs/publications/codes-of-practice/bge-special-services-register-v4.pdf) (for electricity) [www.bordgaisenergy.ie/docs/publications/codes-of-practice/BGE\\_NG\\_SSCOP\\_0515.pdf](http://www.bordgaisenergy.ie/docs/publications/codes-of-practice/BGE_NG_SSCOP_0515.pdf) (for gas))
- e Meter and energy consumption information:** information about your meter (GPRN and/or MPRN) and how much energy is used at your premises.
- f Records of your discussions with our customer support teams, including call recordings:** when you share comments and opinions with us, ask us questions or make a complaint, including when you phone us, we will keep a record of this. This includes when you send us emails, letters, phone our support team or contact us through social media.
- g Identification information:** identification documents may be requested by us on occasion when dealing with customer queries. Where customers avail of Fuel Allowance, their PPS number will be required.
- h Credit information:** information that allows us to understand your creditworthiness.
- i Responses to surveys, competitions and promotions:** we keep records of any surveys you respond to or your entry into any competition or promotion we run.
- j Lifestyle and demographic insight information:** we use regional demographic information to determine what products or services customers may be interested in.
- k Rewards information:** if you are a member of our Rewards Club, information about your Rewards account, including which rewards you choose.
- l How you use mobile applications and websites:** when you use our applications or websites, we collect information about the pages you look at and how you use them, your device type, operating system and browser type.
- m Location information:** your smartphone or computer's IP address may tell us an approximate location when you connect to our websites, but this will be no more precise than the city, state, county or country you are using your device in.
- n Advertising and Direct Marketing:** information about how you respond, or interact with, any direct marketing or advertising communications directed to you, including any requests for these communications to stop.

You are not required to provide any of the personal information described above to us, however, if you do not do so, you may not be able to set up an account with us, or the functionality of our products or services may be reduced.

### 3. What do we use your personal information for?

We process some of your personal information to fulfil the contract between us and we are also required by law to obtain this information as we are a licensed electricity and gas supplier:

Purpose	Personal information used
<b>Providing products and services to you and maintaining your account</b>	<ul style="list-style-type: none"> <li>All the data listed in categories a-h of section 2 above</li> </ul>
<b>Billing you and taking payment for our products and services</b>	<ul style="list-style-type: none"> <li>All the data listed in categories a-h of section 2 above</li> </ul>
<b>Answering your queries or complaints</b>	<ul style="list-style-type: none"> <li>All the data listed in categories a-h of section 2 above</li> </ul>
<b>To deliver service communications</b>	<ul style="list-style-type: none"> <li>Your contact details and account history</li> </ul>
<b>Debt collection</b>	<ul style="list-style-type: none"> <li>All the data listed in categories a-h of section 2 above</li> </ul>

We process the following personal information because we have a legal obligation to do so:

Purpose	Personal information used
<b>Detecting, preventing or investigating crime or suspected crime (pursuant to our license obligations and the Energy (Miscellaneous Provisions) Act 2012)</b>	<ul style="list-style-type: none"> <li>The personal data we use will depend on the nature of the problem. At a minimum, it will include your contact details and account history</li> </ul>
<b>Maintaining the Priority and Special Services Registers (pursuant to S.I. No. 463/2011)</b>	<ul style="list-style-type: none"> <li>If you are registered on our Priority or Special Services Register, we will be processing health information that is relevant to maintaining these registers</li> </ul>
<b>Attending to emergency situations (pursuant to our license obligations)</b>	<ul style="list-style-type: none"> <li>Contact details</li> <li>Account information and details of other people linked to your account</li> <li>Vulnerability information</li> </ul>
<b>Complying with obligations imposed by our regulators</b>	<ul style="list-style-type: none"> <li>The personal data we use will depend on the nature of the issue but will often include all the data listed in categories a-f of section 2 above</li> </ul>

<b>Internal and statutory audits</b>	<ul style="list-style-type: none"> <li>All personal information we collect as listed in Section 2</li> </ul>
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We process the following personal information to ensure our customers, staff or agents are protected from harm:

Purpose	Personal information used
<b>Health and Safety of our customers, staff and contractors</b>	<ul style="list-style-type: none"> <li>Account information</li> <li>Records of your discussions with our customer support teams</li> </ul>

We process the following personal information because we have a legitimate interest to do so:

Purpose	Personal information used
<b>Maintaining and improving our products and services</b> e.g. optimising pricing structures and business operations, analysing performance of advertising and marketing	<ul style="list-style-type: none"> <li>All personal information we collect as listed in Section 2 (but not your payment details)</li> </ul>
<b>Staff training</b>	<ul style="list-style-type: none"> <li>All personal information we collect as listed in Section 2 (but not your payment details)</li> </ul>
<b>Developing new products and services, and determining products and services that may be of interest to you</b> e.g. by understanding demographics to determine the most relevant products and services for customers' needs	<ul style="list-style-type: none"> <li>All personal information we collect as listed in Section 2 (but not your payment details)</li> </ul>
<b>Market surveys, research and analytics</b>	<ul style="list-style-type: none"> <li>All personal information we collect as listed in Section 2 (but not your payment details)</li> </ul>
<b>Direct marketing our similar products and services (only in accordance with your marketing preferences, and you will always be given the opportunity to unsubscribe)</b>	<ul style="list-style-type: none"> <li>Contact details</li> <li>Marketing preferences set by you</li> <li>Account history</li> </ul>

<b>Direct marketing our products (only in accordance with your marketing preferences, and you will always be given the opportunity to unsubscribe)</b>	<ul style="list-style-type: none"> <li>• Contact details</li> <li>• Marketing preferences set by you</li> <li>• Purchase history</li> </ul>
<b>Making credit decisions</b>	<ul style="list-style-type: none"> <li>• Contact details</li> <li>• Payment information and account history</li> </ul>

We process some of your personal information because you have provided your consent to the processing. You may revoke your consent at any point, by contacting us at [dataprotection@bordgais.ie](mailto:dataprotection@bordgais.ie) or Data Governance Officer, Bord Gáis Energy, PO Box 10943, Dublin 2, or at [www.bordgaisenergy.ie/dataprotection/#opt-out](http://www.bordgaisenergy.ie/dataprotection/#opt-out):

<b>Purpose</b>	<b>Personal information used</b>
<b>Direct marketing a wider range of our products and services or those of third parties (only in accordance with your marketing preferences, and you will always be given the opportunity to unsubscribe) e.g. if you are a member of our Rewards Club</b>	<ul style="list-style-type: none"> <li>• Contact details</li> <li>• Account information and history</li> <li>• Rewards information</li> <li>• Purchase and account history</li> <li>• Marketing preferences set by you</li> </ul>

### Where we process your personal data so you can't be identified any more

We may anonymise and aggregate any of the personal data we hold (so that it does not identify you). We may use anonymised and aggregated information for purposes that include testing our IT systems, research, data analysis, improving our site, apps and developing new products and services.

## 4. Sources we collect your personal information from

We will collect personal information from the following sources:

- **Directly from you:** when you set up an account with us, purchase products or services from us, submit information via our websites or apps, complete forms we provide to you, enter our competitions and promotions, make a complaint, contact us by phone, email or communicate with us directly in some other way.

- **Other entities/companies we work with:** provide us with information to help us deliver our products and services to you. These include:
  - **Networks companies who are required to read your meter, provide energy consumption information and information on the metering/ network connection at your premises to Bord Gáis Energy.**
    - **ESB Networks** – all electricity meters are owned and read by ESB Networks; the readings are provided to us so that we can bill our customers.
    - **Gas Networks Ireland** – all gas meters are owned and read by Gas Networks Ireland; the readings are provided to us so that we can bill our customers.
- **Companies in the Centrica group:** who may provide relevant information about the products and services bought from them.
- **Payment services providers:** if you authorise a third party to process your bill payments, payment information will be provided to us from that third party.
- **Other companies' apps and products:** provide us with information if you connect them to our products or services, including social media providers.
- **Third party utility sign-up providers:** companies which allow you to sign up with us as an energy company give contact information, where you give permission for them to pass it on to us or, with your permission, from other energy suppliers if you switch to us.
- **Letting Agents/ Landlords:** these companies or individuals may pass us your details to allow an account to be opened in your name to keep the supply of energy on at your home when you move in.

## 5. Who we share your personal information with

We share personal information with the following parties. We always have contracts in place with these entities, obligating them to protect your data:

- **Companies in the Centrica group:** to provide a service to you, and for cross-marketing activities, in accordance with your marketing preferences.
- **Networks Companies:** Gas Networks Ireland and ESB Networks to register you as our customer, for them to read the meter at your home, to carry out siteworks at your home, to register you as a Vulnerable Customer on their database or in the event of a Supplier of Last Resort situation or where we need to share information in order to deal with a complaint that you raise.

- **Any party approved by you:** including, if you take part in the Bord Gáis Energy reward or loyalty schemes, or if you ask us to transfer your data to another company.
- **Advertising/Marketing partners:** so that we can run advertising campaigns and conduct market research and analysis.
- **Other service providers and advisors:** companies that support our IT, help us analyse the data we hold, process bills and payments, send communications to our customers, provide us with legal or financial advice, carry out debt collection services.
- **Purchasers of our business:** buyers or prospective buyers who we sell or negotiate to sell our business to.
- **Government bodies or our regulators:** where we are required to do so by law or to assist with their investigations or initiatives, or are part of industry information sharing schemes, including the Data Protection Commission, Commission for Regulation of Utilities, Sustainable Energy Authority of Ireland (SEAI) and the Central Bank of Ireland.
- **Industry supervisory bodies:** we may pass your information on to organisations that supervise the industry, like Registered Gas Installers (RGI) and the National Electrical Contractors Ireland (NECI).
- **Garda Síochána and law enforcement agencies:** to assist with the detection, investigation and prevention of crime.
- **Other bodies or service providers:** if you are vulnerable customer we may share your details with other entities if we become aware that you require assistance.
- **Other energy suppliers:** to help us make credit decisions.

We do not disclose personal information except as set out above. We may provide third parties with aggregate statistical information and analytics about users of our products and services and we will make sure no one can be identified from this information before we disclose it.

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## 6. Direct Marketing

**Email, telephone, postal and SMS marketing:** from time to time, Bord Gáis Energy or the Centrica group may contact you by email, telephone (mobile and landline), post or SMS with information about products and services we believe you may be interested in. We will only send marketing messages to you in accordance with the marketing preferences you set when you create your account or that you tell us afterwards you are happy to receive.

You can also unsubscribe from our marketing by following the unsubscribe instructions in email or SMS communications that we send to you. You can then let us know at any time that you do not wish to receive marketing messages by completing this online web form [www.bordgaisenergy.ie/dataprotection/#opt-out](http://www.bordgaisenergy.ie/dataprotection/#opt-out) or call us on 01 611 01 01. You can opt-out by marketing type (e.g. email, SMS, etc.) as we know our customers may be happy to receive one form of marketing but not another.

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## 7. Targeted Advertising / profiling

We work with our advertising partners, including social media sites and providers, to show you advertising about our products and services, and those offered by group companies and services. This takes place on websites or apps where our partners have advertising space or direct marketing to your premises. To do this, some of our advertising partners provide us with aggregated, non-personal geographical and demographic information. Other partners use information about the websites, apps, social media content and ads you interact with or view when connected to the Internet, to make sure the advertising you see is more relevant to you, as well as information which we provide to them. Typically, cookies and similar technologies are used to provide this type of advertising online. You can find out more about cookies and how to manage their use by reading our cookie notice: [www.bordgaisenergy.ie/website-terms/#cookie-notice](http://www.bordgaisenergy.ie/website-terms/#cookie-notice)

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## 8. Transferring your personal information internationally

In providing our services, we work with partners which transfer and store data in India and in the Philippines. As these jurisdictions are outside of the EEA and their privacy laws are considered to be less protective than those within the EEA, we have ensured that appropriate safeguards are in place by entering into standard contractual clauses, which have been approved by the European Commission, with these partners <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32010D0087>

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## 9. How long do we keep personal information for?

We will keep your personal information for as long as you have an account with us. After you close your account with us we will keep your personal information for a period to maintain our records, to respond to your queries, for safety reasons, for bill reconciliation purposes and to meet legal and regulatory obligations. The periods we will keep information for are subject to change as required by legal obligations on us as a licensed gas and electricity supplier. Where a customer

has attempted to close their account but there is outstanding debt or credit balance on the account then these accounts will be classed as current customers and will remain open until the debt is paid.

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## **10. Your rights in relation to your personal information**

You have the following rights in relation to your personal information: (i) the right to be informed about how your personal information is being used; (ii) the right to access the personal information we hold about you; (iii) the right to opt-out of receiving direct marketing messages; (iv) the right to request the correction of inaccurate personal information we hold about you; (v) the right to request the blocking or deletion of your personal information in some circumstances and; (vi) the right to request that we port elements of your data either to you or another service provider.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by using the details set out in the "Contacting us" section below.

If you are unhappy with the way we are using your personal information you can also complain to the Data Protection Commission, Office of the Data Protection Commission, Canal House, Station Road, Portarlinton, Co. Laois, R32 AP23, Ireland. Phone +353 (0761) 104 800 | LoCall 1890 25 22 31 | Fax +353 57 868 4757 | email [info@dataprotection.ie](mailto:info@dataprotection.ie).

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## **11. Contacting Us**

We are here to help and encourage you to contact us [dataprotection@bordgais.ie](mailto:dataprotection@bordgais.ie), or write to us at: Data Governance Officer, Bord Gáis Energy Limited, PO Box 10943, Dublin 2 or call 01 611 01 01.

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