



Energia, a member of the Viridian group, is the largest independent supplier of electricity and gas in Ireland. We are committed to providing industry leading customer service and heavily invest in the systems and the people required to provide this service to thousands of customers on a daily basis.

This Customer Charter details the benchmarks that we hold ourselves to when it comes to providing you with an excellent customer service experience. We monitor our compliance with these benchmarks through regular periodic reviews and customer feedback. If we fail in our commitments to you, we will do our best to put matters right, as well as consider compensation for the difficulties you have experienced. We will act promptly on any requests for refunds.

### **Quotation process**

When you contact us for a supply quotation our sales team will offer your business a pricing options to suit your needs best.

Your quotation, based on the information you supply to us, will be provided in a clear and simple format. We will endeavour to work with you to provide a flexible solution to meet your needs.

We promise:

1. Quotation requests will be acknowledged within five working days at the latest.
2. We will make contact within five working days for specific information in order to prepare your quotation.
3. Customers will be contacted in advance of their contract end date, where appropriate, to help prepare a competitive renewal offer.

# Customer Charter

## Customer Relationships

Our customers are important to us. We have a customer care line and a key account management team available to answer any queries that our customers may have. You will receive a quick and effective response to any enquiry that you may have.

We are committed to helping our customers reduce their carbon footprint through energy management programmes. We offer a wide variety of energy management techniques, tools, seminars and training courses to our customers so that they can effectively manage their energy usage.

We promise:

1. Appointment requests will be acknowledged within five working days at the latest.
2. We will contact you within five working days to schedule an appointment.
3. If Energia has to change an appointment, we will give you as much notice as possible.

## Customer Registration

We aim to make the transfer to Energia as smooth as possible. The registration process is handled entirely by Energia on your behalf, liaising with the relevant meter registration system authorities (ESB MRSO in RoI and NIE in NI).

This involves submitting a Change of Supplier request to the appropriate authority, followed by the relevant Distribution System Operator checking that the correct metering is in place.

We usually receive confirmation of registration of your site within one month. We will officially welcome you as our customer by letter after we receive this confirmation. The date of registration is your supply commencement date after which Energia becomes your supplier.

We promise:

1. We will issue a request for registration of your site, after receiving formal acceptance of your Energia Supply Contract with the MRSO or NIE within five working days.
2. We will notify you when your site has been registered.

### Billing

Energia issues bills on a monthly basis. Your bill is calculated on the basis of meter reading(s) supplied by NIE/ESB or estimate reads. Customer readings may also be used where provided. As we bill to the end of the calendar month we will estimate your consumption to the last day of the month based on reads received.

Energia supports industry initiatives to improve the quality of meter reading as it is important that you provide ESB or NIE access to your meter(s). We also recommend that you provide your own meter readings from time to time to allow us to improve the accuracy of your bill and we will endeavour to remind you to do this as appropriate.

Your bill will contain detailed information the amount of energy used and other charges as appropriate (including tariffs, standing charges, other service charges, VAT and levies). It will also advise you on the total due on your account and any debit or credit balances from previous bills.

Billing is designed with your business in mind. To suit your needs, these arrangements can include:

- Calendar month billing
- Consolidated billing for group accounts
- Direct debit, electronic fund transfer
- Electronic Billing

We promise:

1. Energia bills will be accurate subject to the meter read information provided by the NIE or ESB MRSO.
2. You can speak with an experienced billing advisor when you use our customer care line and we will aim to resolve your query while on the phone.
3. Detailed responses to account and billing enquiries will be provided within ten working days in cases where further investigation is required.
4. You will be updated on progress on metering enquiries that require information from the relevant authorities.

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### General Enquiries

Energia's customer care team are happy to resolve any queries you have about your Energia account. Most enquiries can be dealt with immediately on the phone. General enquiries can be made directly to our Customer Care Teams at NI 028 9068 5900 or RoI 1850 36 37 44 or by using the designated contact telephone number advertised on your bill.

If you want access to your account 24/7 Energia's online account manager is a free online service that allows you to view company's energy bill via our secure website using your password. You can also:

- View and download your most recent bills
- Query a bill
- Send us a suggestion
- View indicative gas and carbon prices
- Submit a meter reading
- View and download energy consumption reports.

We promise:

1. All telephone calls will be answered in a professional and courteous manner.
2. Messages left overnight will be acknowledged the following working day.

### Complaints

Excellent customer service is at the heart of everything we do at Energia.

We promise:

1. To make it easy for you to contact us.
2. You will be updated on the progress of your complaint within 5 working days.
3. Detailed responses to complaints will be provided within ten working days, subject to information provision from 3rd parties such as ESB MRSO and NIE.
4. To learn from your complaint so that we can improve our service .

Energia makes it easy for you to contact the customer care team through the following:

- **Phone:** 1850 36 37 44 (ROI) or 028 9068 5900 (NI)
- **E-mail:** [customer.service@energia.ie](mailto:customer.service@energia.ie)
- **Fax:** 048 9068 5902 (ROI) or 028 9068 5902 (NI)
- **Write:** Energia House, 62 Newforge Lane, Belfast, BT9 5NF.

If at the end of our complaints escalation process you believe your query is not resolved to your satisfaction, you may write to the Commission for Energy Regulation if you reside in the Republic of Ireland or the General Consumer Council Northern Ireland if you reside in the Northern Ireland.