Customer Charter



Customer Charter

Thank you for choosing Energia as your energy provider. Our customers are at the heart of our business and our goal is to be recognised as leaders in the delivery of excellent customer service. Our Customer Charter details our commitments to you, that we provide a guarantee in relation to the Codes of Practice, details of which can be found on our website at www.energia.ie. If in the event that we do not meet our commitments to you, we will do our best to put matters right and consider compensation for any inconvenience that you may have experienced where appropriate.

Our Service Guarantees

Marketing Guarantee

We will provide clear and accurate information in all our marketing material. Any price comparisons we use will include all relevant charges and the basis for comparison will be clearly outlined.

If we fail to abide by this guarantee, you will be entitled to a payment of €30.

Sign Up Guarantee

We will not misrepresent ourselves or our competitors. We will go through the energy offer product being offered. Our representatives will identify themselves and will terminate the call or visit if requested.

If we fail to meet our commitment to customers on our Sign up Guarantee, they will be entitled to a payment of €30.

Vulnerable Customer Guarantee

We will provide a register for customers who are elderly and particularly vulnerable to disconnection during the winter months, visually or hearing impaired, or who are critically dependent on electrically powered equipment, so that we can deliver the level of service they are entitled to.

If we fail to meet our commitment to customers on our Special Services Register, they will be entitled to a payment of €30.

Billing and Disconnection Guarantee

We will provide you with all the information you need to understand your bill. If you have difficulty paying your bills, we will work with you to find a fair payment arrangement.

If we fail to abide by these commitments to you, you will be entitled to a payment of €30.

Response to Complaints Guarantee

We will work with you to resolve any issues you may have quickly and fairly. We will acknowledge receipt of all customer complaints within three working days and we guarantee to send a detailed response to all customer complaints within ten working days, unless otherwise agreed with you.

If you do not receive a response from us within 10 working days, you will be entitled to a payment of €30.

Refund Guarantee

If we agree that you are entitled to a compensatory payment or refund for any reason, we guarantee to process this payment to you within 14 days.

If we fail to meet this commitment, you will be entitled to a payment of €30.

Pay As You Go Meter Guarantee (to be included after temporary derogation)

Where a Pay As You Go Meter has been installed in your home, we guarantee to provide you with a statement of energy use and payments made, at least once a year. Alternatively, where the Meter is being used to repay a debt, a statement will be provided at least three times a year detailing your consumption, payments made, amount of debt repaid and level of debt outstanding.

If we fail to meet this commitment, you will be entitled to a payment of €30.

Contact Us

If you have any queries regarding our Customer Charter or Codes of Practice, please get in touch:

Fill out a contact form online at www.energia.ie

Write to us at Energia, PO Box 12380, Dublin 2.

Give us a call on 1850 405 405.

Please note that we cannot help you with issues regarding your supply of electricity or gas and these queries should be directed to ESB Networks or Gas Networks Ireland.

ESB Networks 24 hour Emergency Line: 1850 372 999.

Gas Networks Ireland 24 hour Emergency Line: 1850 20 50 50

If you believe that we have not adhered to the commitments detailed in our Codes of Practice, there may be circumstances that you may be entitled to a compensatory payment of €30.