Code of Practice for Marketing and Advertising



Code of Practice for Marketing and Advertising

Marketing Information

All our marketing information either in writing or verbally through marketing and advertising campaigns will be:

- complete, accurate and transparent and not misleading in terms of information that is provided or omitted
- specify clearly the offer / product being marketed and communicate in plain and accessible language
- relate to the products or services which are appropriate to the customer to whom it is directed
- fair in both term of its content and format of presentation
- Any price comparisons we use will include all relevant charges and the basis for comparison will be clearly outlined.
- We will not misrepresent our company or portray our competitors in a negative light.
- All terms and conditions for marketing promotions will be clearly available on our website.
- We will provide an ‘opt-out’ option on any marketing material you receive from us.

We commit to adopting a fair and transparent approach to the marketing and advertising of our products and services.

We will take all reasonable steps to ensure our marketing material is easy to understand, accurate, specifies clearly the product being marketed and the period it covers.

- We commit to not engaging in unwanted, unfair or misleading marketing and advertising methods
- Our agents will not exploit a person's inexperience or vulnerability or apply undue pressure when marketing to a customer.

We will publish all publically available tariffs for household customers, and make them easily identifiable and accessible from a prominent position on the home page of our website.

Contact Us

If you have any queries regarding our Marketing campaigns or our Code 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