Code of Practice
Customer Sign Up



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Doorstep and Telephone Marketing

Our sales agents will always identify themselves clearly by name as well as company name and carry a company photo ID card that shows his or her full name and photograph and also our company name, business address and contact number. We will never call to your house or telephone you on a Sunday or bank holiday, on Christmas Eve, or before 9am or after 9pm on weekdays or 7pm on Saturdays, unless specifically requested.

We will explain the purpose of the call or visit and enquire if you wish to progress further, provide a contact number (if requested) and if requested at any time we will terminate the call or visit. We will provide the customer with a copy of the standard doorstep checklist prior to the commencement of the sales pitch and actively confirm that you have read and understood the doorstep checklist.

When signing a customer up, we will go through the energy offer / product that the customer is being signed up to and explain the charges associated with them. We will provide the customer with a copy of the terms and conditions of supply, contract and the rates that apply to the product they are signing up to. If you wish to be removed from the database the sales agent will advise you on how to do so.

We will provide the customer with details regarding the cooling off period that applies (and when it starts), including the conditions, time limit and procedures for exercising the right to cancel a contract before the contract is concluded. The Customer will be provided with the Cancelation Form and the Doorstep Checklist. The agent will advise the customer that they may be eligible to register as a Vulnerable Customer and the steps they have to take to register.

Our agents receive regular training to ensure they meet the highest possible standards and are fully compliant with our Codes of Practice. We will not misrepresent our company or portray rival suppliers in a negative or inaccurate way. Our agents will not exploit a person's inexperience or vulnerability or apply undue pressure when marketing to a customer.

Email and SMS Marketing

We may send out marketing messages occasionally by email and SMS. We will clearly state the company name on all messages and provide a reply email address or phone number. We will provide a clear option to unsubscribe to future marketing messages free of charge and if you choose to opt out, we will not contact you again by this method without your consent. If requested, we will provide you written confirmation that your details have been removed from our marketing database.

We want to ensure that you are satisfied with all aspects of your sign up and the package you have chosen. If you feel that you have been misled at any stage or mis-sold a product or service by one of our agents, please contact our Customer Service Team at 1850 405 405.

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