

Code of Practice for Marketing+ Sign Up

enÉrgia



Code of Practice for Marketing + Sign Up

Marketing

- All our marketing information, including information on promotions and tariffs, will be fair, accurate and transparent.
- Any price comparisons we use will include all relevant charges, the period it covers and the basis for comparison will be clearly outlined.
- We will not misrepresent our company or portray our competitors in a negative or inaccurate way.
- We will not exploit a person's inexperience or vulnerability, or apply undue pressure when marketing to you
- 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.

Doorstep and Telephone Marketing

Our sales agents will always identify themselves clearly and carry a company photo ID card. 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 if requested at any time we will terminate the call or visit. Our agents receive regular training to ensure they meet the highest possible standards and are fully compliant with our Codes of Practice.



Email and SMS Marketing

We may send out marketing messages occasionally by email or 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.

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 0818 405 405.

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 0818 405 405.