



Northern Ireland Residential Electricity Customers

Our Customer Charter

electricireland.com

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Smarter Living

electric
Ireland

Our Customer Charter

Dear Customer,

Electric Ireland is the division of ESB that is responsible for managing your energy supply account. We issue your bill and provide information to help you get the most from your use of energy, such as information on safety and energy conservation.

Electric Ireland is committed to offering you a quality service. Our service to you can be summarised as follows:

- ▶ We will treat you with courtesy and respect as we ourselves would wish to be treated
- ▶ We will try and understand what your needs are by carefully listening to what you have to say
- ▶ We will act on our commitment as quickly as possible

Our service standards are based on four Customer Codes:

- (1) The Code of Practice on Billing and Payments.
- (2) The Code of Practice on Services for Vulnerable Persons.
- (3) The Code of Practice on Complaints Handling.
- (4) The Code of Practice on Services for Pay As You Go Keypad Meter Customers.

Arising from these four Customer Codes, we are making six specific commitments to you on the following pages. It is well worth holding on to this booklet for future reference, should you ever feel the service you experience is not up to standard.

Thank you for your valued custom and we look forward to continuing to be of service to you into the future.

Marguerite Sayers, Executive Director
Electric Ireland

What we're committed to

1. Bill accuracy

We are committed to calculating your bill accurately. If you do have a bill query, it can usually be answered over the phone. However, if we need to make further enquiries, we will get back to you with a substantive response within 5 working days. And, if we fail to meet this commitment, we will pay you £35.

2. Understanding your bill

When it comes to receiving and paying your bill, you can depend on us for:

- ▶ Detailed billing information to help you understand your energy bill
- ▶ A variety of ways and places to pay your bill
- ▶ Fair and transparent collection policies and procedures if you have difficulty paying.

And, if we fail to meet this commitment, we will pay you £35.

3. Refunds guaranteed

If, for any reason, we offer you a refund, we will undertake to issue it within 10 working days. And, if we fail to meet this commitment, we will pay you £35.

4. Queries answered

Generally, we can answer your query when you contact us. However, some queries can be a bit more complex, especially if they involve third parties. So, if further investigations need to be made, we will get back to you with a substantive response within 10 working days. And, if we fail to meet this commitment, we will pay you £35.

5. Complaints resolved

You are entitled to have any complaints resolved quickly and efficiently and, to this end, our Code of Practice on Complaints Handling details exactly how we will do this. It is our aim to resolve a complaint within 5 working days. However, if further investigations are required, we will get back to you with a substantive response within 10 working days. And, if we fail to meet this commitment, we will pay you £35.

6. Support for customers requiring special services

Our Code of Practice on Services for Vulnerable Persons gives details of a range of special services that are available. They are summarised as follows:

- ▶ Customers who are dependent on emergency medical equipment will be registered as Priority Support Customers with NIE Networks
- ▶ Customers with a visual impairment requiring special means of communication can request a suitable bill format (e.g. talking bill, braille bill)
- ▶ If a customer has a mobility difficulty, please contact us and we will advise on the most suitable options available
- ▶ In the case of elderly customers (defined as those over pensionable age) who are registered with us, Electric Ireland will pass on the customers' details to NIE Networks for inclusion on the Industry Register

Customers who require, or are eligible for, these services must register with us.

Please contact us on LoCall 0345 600 5335 (Monday to Friday, 8.30am to 7pm).

Alternative contact options are provided at the end of this leaflet under 'Other Important Information'.

If you are registered for a special service and if we fail to meet this commitment, we will pay you £35.

Other important information

You can obtain a copy of the Codes and this Charter by contacting us:

By phone: LoCall 0345 600 5335 (Monday to Friday, 8.30am to 7pm)

By post: Electric Ireland, 1st Floor, 1 Cromac Quay, The Gasworks,
Belfast BT7 2JD, Northern Ireland

By email: customerservice@electricireland.com

Online: www.electricireland.com

Issue resolution

If you do not believe that we have lived up to our Charter pledges, you can follow the Electric Ireland complaints procedure. LoCall 0345 600 5335 (Monday to Friday, 8.30am to 7pm) or email nicomplaintfacilitator@electricireland.com. If not resolved to your satisfaction, please write to Electric Ireland, 1st Floor, 1 Cromac Quay, The Gasworks, Belfast BT7 2JD, Northern Ireland. If your issue is still not resolved having followed our complaints procedure, you can then refer the matter to:

The Consumer Council

Floor 3

Seatem House

28-32 Alfred Street

BELFAST

BT2 8EN

Online: www.consumerCouncil.org.uk

By phone: 028 9025 1600

Complaints Line: 0800 1216022

By Fax: 028 9025 1663

Charter Terms and Conditions

Any payments made under this Charter for failure to meet the high standards that we have stated are made without any admission of legal liability on the part of Electric Ireland. In the case of any conflict or inconsistency between the Customer Charter and the Electric Ireland Standard Terms and Conditions, the Standard Terms and Conditions – available on www.electricireland.com or from our Customer Contact Centre LoCall 0345 600 5335 (Monday to Friday, 8.30am to 7pm) – shall prevail. In all other cases, you have the confidence of our Customer Charter commitments.

