



Code of Practice for Efficient use of Gas

Non-Domestic Customers in Northern Ireland
www.electricireland.com

Smarter Living

electric
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Code of Practice for Efficient use of Gas

This Code of Practice outlines our services in relation to the provision of advice and guidance on improving energy efficiency. This Code applies to our Non-Domestic customers in Northern Ireland.

Electric Ireland offers free guidance and advice to our customers to help you make informed decisions when it comes to improving energy efficiency in your business and to help you assess the financial costs and benefits of energy efficient appliances. In addition, we can also provide advice and information relating to the availability of heating systems and controls which are best calculated to make efficient use of gas.

To this end, we are continually updating the following sources of information regarding the efficient use of gas, currently available on the Electric Ireland website:

<https://www.electricireland.ie/business/large-energy-users/products-services/one-to-one-service>

Telephone information service:

Electric Ireland Customer Relationship Managers are available for consultation on all aspects of energy use including energy efficiency and how to reduce energy costs.

Specific queries can be escalated by contacting our Customer Relationship Managers or our Energy Services division at 028 9051 1246.

Links to external sources of energy efficiency information:

You can obtain additional information on energy saving measures, along with information available through bodies in receipt of financial support from Government in connection with promotion of energy efficiency measures. You can also get information about financial assistance towards the costs of such measures available from Central or Local Government from the following external sources:

The Carbon Trust at
www.carbontrust.com.
Phone: 0044 (0)20 7170 7000.

and nidirect at
<https://www.nidirect.gov.uk/campaigns/energy-wise>

Copies of our Customer Charter and other Codes can be obtained, free of charge, in the following ways:

by email: info@electricireland.com

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

This Code has been approved by the Utility Regulator in consultation with the Consumer Council.