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ESB INDEPENDENT ENERGY  
**CUSTOMER SERVICE CHARTER**

**COMMITMENT  
TO SERVICE  
AND VALUE**



ESB INDEPENDENT ENERGY (ESBIE) IS THE INDEPENDENT SUPPLY BUSINESS OF ESB GROUP. ESBIE IS COMMITTED TO OFFERING OUR CUSTOMERS THE BEST AVAILABLE ADVICE AND A FLEXIBLE EXPERT SERVICE. THIS COMMITMENT TO SERVICE IS THE HALLMARK OF ESBIE'S OFFERING TO BUSINESSES THROUGHOUT IRELAND.

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# HOW ESBIE'S CUSTOMER SERVICE STANDARDS CAN BENEFIT YOUR BUSINESS

Energy supply is critical to the success of your business. It impacts on all areas of your operations and in many instances is one of your key costs. The energy solutions we provide are tailored to meet the unique needs of each business. ESBIE provides information, removes the complexities and risks of the electricity market, and empowers you to make quality decisions about your electricity supply.

ESBIE deserves your very serious consideration if you –

- Need competitive electricity prices
- Value flexibility in your dealings with suppliers
- Demand the highest standards of customer service

Our customer focused approach ensures we deliver the optimum solution for your business. If you are currently a customer of another supplier and would like to transfer to a supplier that will better meet your needs, ESBIE is ideally placed to become your electricity partner.

This publication outlines how ESBIE –

- Removes the complexities and risks of the electricity market
  - Empowers you to make quality decisions about your electricity supply
  - Formally commits to delivering excellent customer service
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# ESBIE AIMS TO ACHIEVE ALL OF THE STANDARDS LISTED BELOW IN 100% OF ALL CASES.

STANDARDS	COMMITMENT
<b>QUOTATION PROCESS</b>	Will be acknowledged within one working day at the latest. We will contact you within three working days for specific information in order to prepare a quotation.
<b>CUSTOMER REGISTRATION</b>	<p>We will issue a request for the registration of your site:</p> <ul style="list-style-type: none"> <li>- within one working day for immediate transfers</li> <li>or</li> <li>- not less than 5 working days before the contract start date for fixed date transfers</li> </ul> <p>The registration process is handled entirely by ESBIE staff on your behalf. We will liaise directly with the relevant meter registration system authorities (MRSO in RoI and NIE in NI) to ensure a seamless transfer.</p>
<b>APPOINTMENTS</b>	<p><b>Appointment requests</b> Will be acknowledged within one working day at the latest. We will contact you to schedule an appointment within three working days.</p> <p><b>Appointments</b> If we have to change an appointment we will give you at least one working day's notice.</p>
<b>CONTRACT RENEWALS</b>	We will contact customers in advance of their contract end date, where appropriate, in order to prepare a competitive renewal offer.



# ESBIE FORMALLY COMMITS TO DELIVERING EXCELLENT CUSTOMER SERVICE.

STANDARDS	COMMITMENT
<b>BILLING</b>	<p><b>Bill Accuracy</b> Your bill will be 100% accurate using the metering data from the relevant meter operator.</p> <p><b>On Time Billing</b> Once ESBIE have received your full set of consumption readings from the relevant meter operator, and have received market charges from the Single Electricity Market if appropriate, we will issue your bill within three working days.</p>
<b>ACCOUNT ENQUIRIES</b>	Will be acknowledged within one working day at the latest. We will issue a substantive response within five working days.
<b>METER READING ENQUIRIES</b>	Will be acknowledged within one working day at the latest. We will issue a substantive response within five working days.
<b>COMPLAINTS</b>	Will be acknowledged within one working day at the latest. We will issue a substantive response within five working days.
<b>GENERAL ENQUIRIES</b> Telephone calls <a href="mailto:info@esbie.ie">info@esbie.ie</a> <a href="mailto:info@esbie.co.uk">info@esbie.co.uk</a> Written correspondence	Correspondence will be acknowledged within one working day advising you who will be dealing with you and when.



# QUOTATION PROCESS

## COMMITMENT

We promise:

- Quotation requests will be acknowledged within one working day at the latest.
- We will make contact within three working days for specific information in order to prepare your quotation.
- Customers will be contacted in advance of their contract's end date, where appropriate, to help prepare a competitive renewal offer.

When you contact ESBIE for a supply quotation our customer care team will offer your business a range of flexible pricing options to suit your needs. ESBIE aims to provide you with the most competitive pricing possible.

ESBIE's pricing options range from fully inclusive unit rates (covering both energy and other electricity price components) to an energy-only price structure (with other electricity price components passed through).

Your quotation, based on the information you supply to us, will be provided in a clear and simple format. We will endeavour to work with you to provide a flexible solution to meet your needs.



# CUSTOMER REGISTRATION

## COMMITMENT

We promise:

- We will issue a request for registration of your site, after receiving formal acceptance of your ESBIE Supply Contract:
  - within one working day for immediate transfers
  - or
  - not less than 5 working days before the contract start date for fixed date transfers
- The registration process is handled entirely by ESBIE staff on your behalf. We will liaise directly with the relevant meter registration system authorities (MRSO in RoI and NIE in NI) to ensure a seamless transfer.

This involves submitting a Change of Supplier Request to the appropriate authority, followed by the relevant Distribution System Operator checking that the correct metering is in place.

The date of registration is your supply commencement date after which ESBIE becomes your supplier.

All new ESBIE customers will receive a Welcome Pack.



# BILLING

## COMMITMENT

We promise:

- **ESBIE bills will be 100% accurate subject to the accuracy of the metering data received from the relevant meter operator.**
- **Once ESBIE have received your full set of consumption readings from the relevant meter operator, and have received market charges from the Single Electricity Market if appropriate, we will issue your bill within three working days.**
- **Billing and account enquiries will be acknowledged within one working day at the latest.**
- **Detailed responses to account and billing enquiries will be provided within five working days in cases where further investigation is required.**
- **You will be updated on progress on metering enquiries that require information from the relevant authorities.**

Flexible billing arrangements are a feature of ESBIE's service. To suit your needs, these arrangements can include:

- Calendar month billing
- Fixed-date billing on a specific date each month
- Four-weekly cycle billing
- Consolidated billing for group accounts
- Direct debit, electronic fund transfer
- Online Electronic Billing Information System

Interval customers are billed in line with the availability of the relevant meter readings provided to ESBIE by MRSO and NIE respectively. Where meters cannot be read by MRSO or NIE, an estimated bill is sent, based on previous consumption. This will be corrected with the next actual reading.



# CUSTOMER RELATIONSHIPS

## COMMITMENT

We promise:

- **Appointment requests will be acknowledged within one working day at the latest.**
- **We will contact you within three working days to schedule an appointment.**
- **If ESBIE has to change an appointment, we will give you at least one working day's notice.**

Our relationship with you is very important to us. Every ESBIE customer is provided with a dedicated contact telephone number as advertised on your bill. You will receive a quick and effective response to any enquiry.

Customer Relationship Managers head an experienced customer care team whose responsibility is to advise on cost effective energy usage, customise the service to suit current and future needs and help create value for your business. They will introduce you to an extensive range of services and new technologies designed to reduce your electricity costs, including:

**Energy Management Software Package** - tailored to your individual needs and designed to help reduce costs.

**Energy Efficiency Audits** - on utilities, lighting, production processes and motive power as a key source of information needed to make energy management decisions.

**Power Quality Services** - which is the concept of arranging the power supply to sensitive electronic equipment to protect it against power disturbances such as voltage dips, spikes, power outages, harmonics and electrical noise.

**Handling Network Problems** - ESBIE has a comprehensive knowledge of the electricity network systems in both RoI and NI and has considerable experience in dealing with the relevant Networks Business on a customer's behalf.

Appointments with Customer Relationship Managers can be easily scheduled by telephone or email.



# GENERAL ENQUIRY RESPONSES

## COMMITMENT

We promise:

- All telephone calls received at ESBIE will be answered in a professional and courteous manner.
- All enquiries received via telephone or [info@esbie.ie](mailto:info@esbie.ie)/[info@esbie.co.uk](mailto:info@esbie.co.uk) will be acknowledged immediately.
- All written enquiries will be acknowledged within one working day.
- Enquiries needing further investigation will receive a substantive response within five working days.
- Out of hours messages will be dealt with the next working day.

Most enquiries can be dealt with on the phone. If you telephone us outside our office opening hours please leave a detailed message and you will be contacted the next working day.

General enquiries can be made directly to our Customer Care Teams at **Roi 1800 200 513** or **NI 0800 056 9914** or by using the designated telephone number advertised on your bill.

To find out how your business can benefit from ESBIE's service you can write to us at our Dublin or Belfast office, send your enquiry via email to [info@esbie.ie](mailto:info@esbie.ie)/[info@esbie.co.uk](mailto:info@esbie.co.uk) or visit our website [www.esbie.ie](http://www.esbie.ie)/[www.esbie.co.uk](http://www.esbie.co.uk)

Full contact details can be found at the back of this publication.



# COMPLAINTS

## COMMITMENT

We promise:

- Complaints will be acknowledged within one working day at the latest.
- Detailed responses to complaints will be provided within ten working days in cases where further investigation is required.

We believe that you will be impressed with the quality and flexibility of our service, however, if you have a complaint please:

Contact your Customer Relationship Manager directly

or

Phone our Customer Care Teams

or

Email us directly at [info@esbie.ie](mailto:info@esbie.ie)/[info@esbie.co.uk](mailto:info@esbie.co.uk)

or

Write to us at our Dublin or Belfast office

Full contact details can be found at the back of this publication.

Our aim is to resolve your complaint to your complete satisfaction. All customer complaints are escalated to a designated Customer Care Agent who will contact you to discuss the issue further. In instances where further investigation is required, we will issue you with a substantive response within ten working days.

### Unresolved Complaints

If you are still unhappy after giving us the opportunity to resolve your complaint you can contact the following:

#### Republic of Ireland - Commission for Energy Regulation (CER)

The Commission for Energy Regulation is the independent body responsible for overseeing the liberalisation of Ireland's energy sector. Contact details can be found at the back of this publication.

#### Northern Ireland - Consumer Council for Northern Ireland

The Consumer Council for Northern Ireland is an independent body with statutory responsibilities to represent the interests of electricity consumers, including taking up complaints on electricity. Contact details can be found at the back of this publication.



# WHAT OUR CUSTOMERS SAY ABOUT US

*“My experience with ESBIE has been excellent.”*

*“It’s a name I can trust.”*

*“They responded straightaway; anything we asked, they did.”*

*“Over the years, there has been regular interaction and it has always been informative and open and they have been personable - I could only compliment them.”*

*“The quick response is what impressed us most.”*

*“They are very helpful – you can talk to them and negotiate, unlike other supply companies who don’t show any interest.”*

*“I was particularly happy about how they handled my phonecall.”*

## CONTACTING ESBIE

**CUSTOMER CARE** ROI 1800 200 513  
NI 0800 056 9914

**EMAIL** info@esbie.ie  
info@esbie.co.uk

**ADDRESSES** ESB Independent Energy Limited  
Woodford Business Park  
Santry  
Dublin 17

ESB Independent Energy (NI) Ltd  
Forsyth House  
Cromack Square  
Belfast BT2 8LA  
Northern Ireland

## COMPLAINTS

**ROI** Commission for Energy Regulation (CER)  
The Exchange  
Belgard Square North  
Tallaght  
Dublin 24  
Tel 01 400 0800  
info@cer.ie  
www.cer.ie

**NI** Consumer Council for Northern Ireland  
Elizabeth House  
116 Holywood Road  
Belfast  
BT4 1NY  
Tel: 028 9067 2488  
info@consumercouncil.org.uk  
www.consumercouncil.org.uk

### SERVICE COMMITMENT

ESBIE aims to achieve 100% of the cases.

