



Flogas Natural Gas Commercial Codes of Practice



Marketing, Advertising & Sign Up

Flogas want to ensure that your switch to us is completed in a transparent and fair manner. We will ensure that you are provided with all terms and conditions associated with the offer you are opting into in a timely manner, and fully understand all components of the tariff you are signing up to.

Our employees or agents will only call/visit you during reasonable business hours and will always produce their ID card and advise of the purpose of their visit. We will ensure that our marketing materials are easy to understand, accurate and that we do not misrepresent Flogas or any other supplier in any way.

If at any stage, you tell us that you no longer want to proceed with our sales call or no longer wish to be contacted by us we will update our no marketing register accordingly.

Where our agents disclose price comparisons in their communications with you we will ensure that they are accurate and easy to understand, that all components of the comparison are clearly outlined and explained to you.

We will take reasonable steps to ensure that all our staff and agents are adequately trained and informed to fulfil their role to its highest standard and continuously provide ongoing training as required to ensure quality.

If you have any queries in relation to our products or Flogas, our Customer Care Team can be contacted Monday to Friday 9 am to 5.30pm at 041 214 9500 or by emailing info@flogas.ie, or in writing to Flogas Natural Gas, Knockbrack House, Matthews Lane, Donore Road, Drogheda, Co. Louth

If you have an issue or complaint relating to our marketing, advertising or sign up practice please refer to our complaints policy for details.

Billing & Disconnection

We will send you a bill every month or two months in accordance with your contract, considering the Network Operator reading. Your bill will indicate whether it is based on an actual or estimated meter reading and you can correct any estimated bill by providing us with an up to date meter reading.

It is important to keep your bills accurate and therefore where there is a history of estimated readings we will contact you to prompt you to provide a corrected reading. You can provide this meter reading by phone at 041 214 9500 or by email to info@flogas.ie, or by writing to us at Flogas Natural Gas, Knockbrack House, Matthews Lane, Donore Road, Drogheda, Co. Louth.

We will ensure that your bill is as accurate as possible and is billed for the energy you have used at your agreed rates. If there is a price change we will indicate this on the bill and how we have applied any pro-rata price allocations.

Our bills will also state your GPRN/MPRN, account number, the period your bill relates to, the details of the energy used, how it was calculated, details of any balance carried forward, the issue date and the payment due date. We will also include contact details for emergencies, credit control, customer service and complaints, including the Network Operator and CRU.

We actively make every effort to ensure our bills are issued on time, however in exceptional circumstances bills can be delayed and where your bill is delayed by 20 working days or more we will contact you to advise you of same.

We offer a multitude of payment options to our customers to make it as convenient as possible to arrange payment. Although most customers prefer direct debit as their payment method, we also accept payments via credit/debit card, cheque, postal order, bank transfer or EFT.

Should you experience any difficulty in paying your bills we will work with you to find a suitable mutually, acceptable arrangement to manage your arrears and continued consumption. Where an account may fall into arrears we will attempt to contact you by letter and phone, we will leave a minimum of 3 working days between these contacts.

Should your arrears continue, and you fail to engage with us following our contact attempts we will issue you with a disconnection notice. We will only activate a disconnection as the last resort. Should you fail to respond to our contact attempts and our disconnection notice, we will instruct ESB Networks/Gas Networks Ireland to withdraw your energy supply following the 5 working days disconnection notice.

We will also issue disconnection instructions following your request or in the case of a vacant/non-registered supply account. We will not disconnect in the circumstance where there is an active engagement with the customer working to solve the issue or a repayment plan in place which is being met.



We will also not disconnect where there is an open complaint either with us or the CRU and the complaint is directly linked to the outstanding arrears. All bills not relating to the dispute must be paid in a timely manner to avoid disconnection in relation to same.

Reconnection of supplies will only occur once a full settlement of your account has been made including any costs associated with the disconnection/reconnection process. In addition, should it be deemed that a security deposit is required to reduce the risk of future credit issues, the payment of this deposit will be required before we instruct ESB Networks/Gas Networks Ireland to restore supplies to your premise.

Where you fail to meet our security requirements we may request a security deposit from you. The value of this deposit will depend on the associated credit risk with your account, dependant on your average consumption patterns. Any deposit paid will be held on your account

until your account has closed or there has been sufficient improvement in your credit rating. Any deposit held to your account until closure shall be offset against your final bill.

If you are moving out of your premise you must contact us to notify us and you are fully liable for all charges associated to the supply of energy until you provide us with the information required to close your account. You must provide a meter reading and where you cannot read the meter you must accept the estimated read we provide for consumption up to your account closure date. Alternatively, you can pay a fee in respect of us obtaining a special out of schedule actual read via Gas Networks Ireland/ESB Networks. Our customer care team can assist you with your account closure by contacting them on 041 214 9500 or at info@flogas.ie. If you move at a time when our offices are closed, you can contact us on the next working day.

Complaints

Flogas is committed to providing the highest level of service to our customers, however, we are aware that from time to time issues can arise, and we want to ensure that where this happens we provide our customers with a transparent and efficient method to deal with the issue and raise complaints accurately.

Our Customer Care Team are trained to assist our customers in dealing with any issues which may arise and where the issue is more complex and needs further action, our agents will record the details of your complaint and advise you of the best course of action to reach an amicable solution for same.

You can raise a complaint with us by phoning our Customer Care Team on 041 214 9500 or by email to info@flogas.ie, or in writing to Flogas Natural Gas, Knockbrack House, Matthews Lane, Donore Road, Drogheda, Co. Louth.

We will acknowledge all written complaints within 5 working days and aim to have all complaints resolved within 20 working days. In exceptional circumstances it may be the case that we cannot resolve the complaint within this timeframe and where this happens, we will advise you of same. Should you feel that we are not adequately answering your complaint we will confirm that you can escalate the complaint to our Complaints Manager who will investigate and respond to you within 10 working days of taking over the complaint.

Where you feel that our final decision on the complaint is not acceptable to you, you can contact the CRU for their investigation into the complaint and we will work with both them and you to bring the matter to a conclusion.

The CRU contact details are

Phone: 1800 404 404 Email: customercare@cru.ie,

Post: The Customer Care Team, Commission for Regulation of Utilities, P.O. Box 11934, Dublin 24z

For more information please contact:

FLOGAS NATURAL GAS LTD

Knockbrack House, Matthews Lane,
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T: 041 2149500 E: info@flogas.ie

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