



Flogas Natural Gas

Customer Charter



Customer Charter

Flogas Natural Gas is committed to providing products and services that fully and consistently meet the needs of our customers. We take great pride in the level of service we provide and guarantee our customers are treated in a professional manner at all times. To demonstrate the Company's policy and commitment to providing quality products and services, we have put a number of customer service guarantees in place.

Service Guarantees

Customer Service

Our customer service staff can be contacted Mon - Fri, 9am - 5.30pm via telephone, mail, email and via our website at www.flogasnaturalgas.ie

Extensive customer service training is provided to all our staff in line with our Customer Charter and Code of Practice. We guarantee our customer service staff will be polite and professional and will listen and respond to all enquiries in a timely manner.

We will provide all information both written and verbal in a clear and concise manner and we will continue to offer a high level of customer service at all times.

Billing & Disconnection Information

We guarantee the information cited on a Flogas bill is legible, in plain language and easy to understand.

The billing period, date of issue, account number and Gas Point Registration Number (GPRN) is displayed on the bill and we guarantee the read type (actual, estimated, customer or final read) is displayed at all times.

The Network Providers Emergency contact details are on the reverse of the bill in addition to information in relation to payment methods, moving home instruction along with the Flogas customer service contact details.

Disconnection of service will only take place as a last resort. We will not disconnect a customer who is registered with Flogas as a Vulnerable Customer, who relies on a recognised life support system or a person of pensionable age living alone during the winter months (1st November to 31st March).

Timeliness of Billing Information

In order to provide you with timely information, we will issue your bill bi-monthly within 7 working days of receipt of meter read information from the Network Provider.

Billing Errors

We will rectify Flogas administrative billing errors within 20 working days of the error being identified. Where a billing error is attributable to the Network Provider Flogas undertake to correct the error within 20 days of the Network Provider resolving the issue. Corrected errors will be rectified to the customers account on their next bill or refunded within 10 days of complaint resolution if applicable.

Service Guarantees

Complaints Handling & Compensation

If you feel that despite our best efforts we have not met our standards, you may contact our Customer Service Staff by **Telephone: 1850 306 800**, **E-mail: info@flogasnaturalgas.ie** or **Post: Flogas Natural Gas Ltd, Knockbrack House, Donore Road, Drogheda, Co. Louth.**

We guarantee to acknowledge receipt of written complaints within 5 working days and we will respond to written complaints within 20 working days.

Where the CER has issued a direction for compensation or redress or where we have failed to meet any of our service guarantees Flogas will make payment to the customer within 14 days or within one billing period where compensation or redress is in the form of a credit to the customer's account.

CER Energy's Customer Team

Phone: 1890 404 404

Email: energycustomers@cer.ie

Post: Energy Customers Team,
P.O. Box 11934,
Dublin 24, Ireland

Marketing

We guarantee that we will abide by our code of practice on marketing and we will communicate with our customers using clear and accurate information that specifies clearly the product and the period it covers.

All Flogas correspondence will include our company contact details in addition to the name and phone number of the individual who contacted you.

Our Codes of Practice supporting this Customer Charter include:

- Billing
- Closing an Account & Final Bill Issuance
- Vulnerable Customers
- Disconnection of Gas Supply
- Reconnection
- Complaints Handling
- Marketing