

# CUSTOMER CHARTER

We are committed to providing you with a service that fully and consistently meets your needs. We take great pride in the level of service we provide and guarantee you will be treated in a professional manner at all times. To demonstrate our commitment to providing this to you, we have put a number of customer service guarantees in place as set out below in our Customer Charter. If you feel that we have failed to meet our guarantees as set out in this document you may be entitled to a payment of €30 (including VAT).

## SERVICE GUARANTEES

### Customer Service

Our customer service staff can be contacted by phone, mail, email or through our website at [www.flogas.ie](http://www.flogas.ie)

We provide extensive training to our staff to ensure that we can listen to and assist our customers with their queries. Our staff will be polite, courteous and professional at all times.

We will listen and respond to all queries received from you in a timely manner. We monitor and measure the services we provide and welcome all feedback in relation to same.

### Marketing & Advertising

We guarantee that we will abide by our code of practice on Marketing & Advertising and we will communicate with our customers using clear and accurate information. All our correspondence will include our company contact details and will be compliant with all relevant legislative and regulatory requirements.

### Customer Sign-Up

We guarantee that your sign-up to Flogas is completed in a clear, efficient, transparent and fair manner. We will confirm your account activation to you in writing. We will further ensure that you have been provided with a copy of our terms and conditions of contract in a timely manner.

### Billing & Disconnection

We guarantee the information on our bill is legible, in plain language and easy to understand. The billing period, date of issue, account number and Gas Point Registration Number (GPRN) or Meter Point Registration Number (MPRN) is displayed on the bill and we guarantee the read type (actual, estimated, customer or final read) is displayed at all times.

The Network Provider's Emergency contact details are on the front of our bill. In addition we will provide information in relation to payment methods and credit control contact details on the reverse of the bill.

Disconnection of service will only take place as a last resort. We will not disconnect a customer who is registered with us as a Vulnerable Customer, 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 within a timely manner following receipt of meter reading.

### Vulnerable Customers

We offer a variety of services to customers whom may require special needs, the details of services available can be found in our Code of Practice on Vulnerable Customers. To avail of these services you must register with us as a Vulnerable Customer and/or notify us of your request.

### Complaints Handling

If you feel that despite our best efforts we have not met our standards, you may contact our Customer Service Staff by **Telephone: 041 21 49500, Email: [info@flogas.ie](mailto:info@flogas.ie) or Post:**

**Flogas Natural Gas Ltd,**  
Building 2, 3rd & 4th Floor, The Green, Dublin Airport Central,  
Dublin Airport, Swords, Co. Dublin, K67 E2H3.

We guarantee to acknowledge receipt of written complaints within 5 working days and we will aim to resolve complaints within 20 working days. If there is a case where we cannot resolve the complaint within 20 working days we will contact you to let you know.

If you are not satisfied with the resolution we have offered or where we cannot reach agreement you can contact the CRU, their contact details are: **T: 1800 404 404**

**E: [customercare@crui.ie](mailto:customercare@crui.ie)**

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

### Pay As You Go Metering

We will offer our gas customers the option of a PAYG meter where they are showing financial difficulties and may be facing disconnection. Further details in relation to PAYG are outlined in our code of Practice on Pay As You Go Meters.

### Payment Difficulties

We understand that from time to time customers can run into difficulties paying their bills, we want to help our customers in such difficult times and we will work with our customers to find a mutually agreeable payment plan which is both affordable and sustainable in meeting their requirements. We also will only disconnect a customer once all other efforts have been exhausted.

**Our Codes of Practice supporting this Customer Charter include:**

- Marketing and Advertising
- Customer Sign Up
- Complaint Handling
- Customer Billing
- Disconnection
- Vulnerable Customers (residential only)
- Pay as You Go Metering (residential only)

