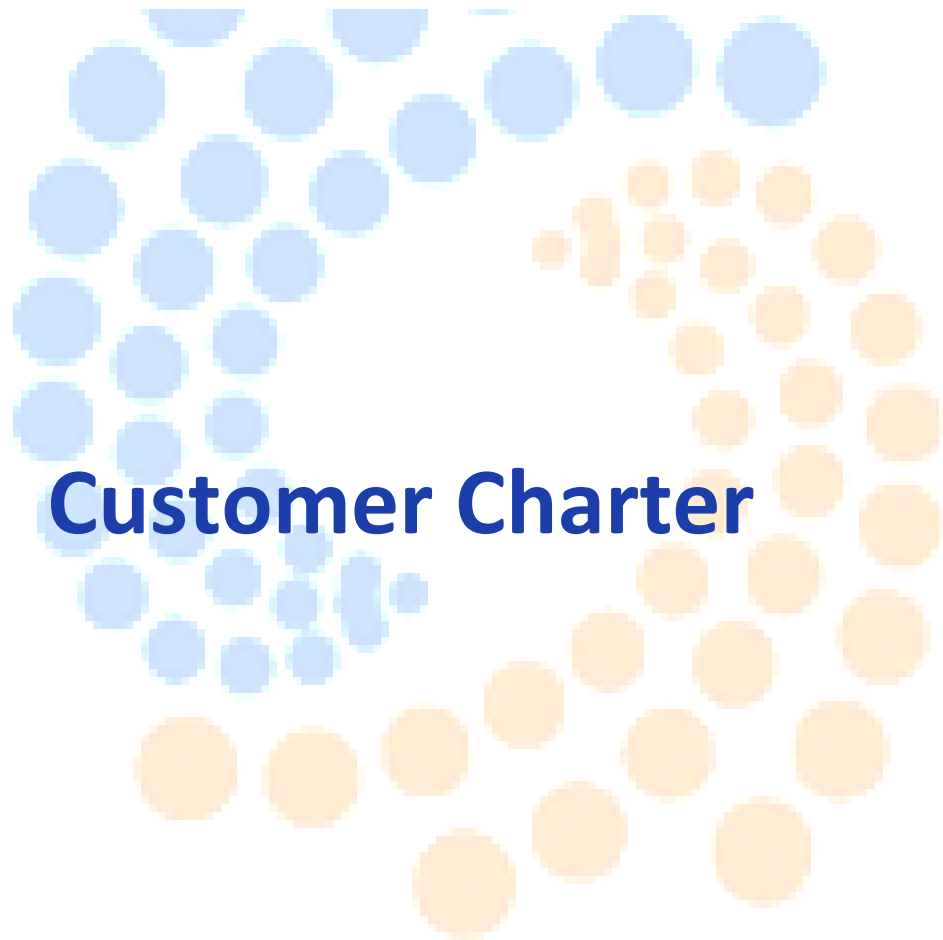




**BE** energy



**Customer Charter**

## Our commitments to you

BEenergy is committed to offering you, our customers, a quality service. Our service standards are set out in the following Codes of Practice:

- Code of Practice on Marketing & Advertising
- Code of Practice on Customer Sign Up
- Code of Practice on Customer Billing & Disconnection
- Code of Practice on Complaint Handling
- Code of Practice on Vulnerable Customers
- Code of Practice on Pay as You Go Metering and Budget Controllers

Arising from the Codes of Practice, we have outlined our service guarantees below. If you believe that we have not adhered to the commitment set out in our Codes of Practice, there may be certain circumstances where you are entitled to a compensation payment of €30.

### **WE WILL ENSURE YOUR SWITCH TO BEenergy IS CONDUCTED IN A FAIR AND TRANSPARENT MANNER**

We will send a Welcome pack confirming details of your tariff and terms and conditions within 5 working days. If you have any specific requests, or prefer this information to be sent via email, contact our Customer Service department on free phone 1800 817 383 (Opening hours Mon to Fri 8am – 8pm, Sat 11am – 4pm) or email [info@beenergy.ie](mailto:info@beenergy.ie)

### **WE WILL BILL YOU REGULARLY & ACCURATELY**

Your bill will be issued every two months and will be calculated accurately based on an actual read, an estimate, or a read you sent us. We will bill you for your energy usage at the agreed tariff rate. If you have a query regarding bill calculation, feel free to contact us free phone on 1800 817 383 or send us an email to [info@beenergy.ie](mailto:info@beenergy.ie)

Your bill will include:

- Detailed breakdown of charges and information to help you understand your bill
- Payment options
- Transparent procedures regarding the consequences of non-payment

### **WE WILL RESOLVE YOUR COMPLAINT AS QUICKLY AS POSSIBLE**

Our advisers will aim to resolve your complaint at the first point of contact. If we are unable to, we will tell you what we need to do and arrange a time to call you back with a solution. We aim to resolve your issue within three working days, however, if further investigations are required, we will aim to get back to you with a detailed response within 10 working days.

### **WE WILL PROVIDE HELP FOR OUR MOST VULNERABLE CUSTOMERS**

We offer a range of services for customers that may need a bit of extra help. Customers who require these services must register their specific requests with us by calling us on 1800 817 383 or send us

an email to [info@beenergy.ie](mailto:info@beenergy.ie). The Code of Practice on Vulnerable Customers gives a detailed range of services we have to offer.

## WE WILL ENSURE OUR CUSTOMERS UNDERSTAND OUR PRE PAID METER CHARGES

Where we install a Pre Paid meter we will provide you with details of our electricity charges. Customers with Pre Paid meter(s) will receive an annual statement.

## WE WILL HELP TO WORK OUT A PAYMENT ARRANGEMENT IF YOU NEED IT

If you're experiencing financial difficulties and are unable to pay your bills or you owe us money, we request that you contact us and speak with our agents to discuss your options. We will aim to find a solution to repay your bills. We'll only disconnect energy supply in extreme circumstances and after every possible solution has been tried.

## WE WILL REFUND YOU PROMPTLY

If it has been agreed that you are due a refund, we guarantee to issue it within 10 working days.

