

Active Customers

Will my bill still come from BEEnergy?

No, your account is now moved to flogas and they will provide you with your bill every 60 days.

Can I still use my online portal?

You can still log into your online portal and will be able to view your bills for the foreseeable future.

Will my payment method change?

No, you will still pay via direct debit, if there are any changes being made on your account, Flogas will be in contact with you to let you know.

If I wish to renew my contract who do I contact?

If you want to renew your contract, please contact Flogas on 041 981 5800

I have a credit balance on my account, what happens to that?

Any credit on your account will have transferred over to your Flogas account and will be visible on your first bill with them.

I have a payment plan in place with BEEnergy, does this still stand?

Your payment plan will still be in place with Flogas.

Does my tariff remain the same?

Yes, your tariff will remain the same until the end of your contract.

Do I have a price change?

No, the tariff price and other additional charges (e.g.: standing charge & PSO Levy) will remain the same until your contract us up.

I have not received my €200 credit for my advantage offer. Who do I contact?

If you have not received your €200 credit, please contact Flogas on 041 981 5800 and they will be able to add this to your account.

Inactive customers

I have received my final bill from BEEnergy, who do I contact to pay?

Your final bill will be taken by direct debit from your selected bank account 2 weeks after your final bill has been generated. If you wish to pay this early, please contact BEEnergy.

My final bill says that my bill is transferring over. Who takes the money from my account?

Your final bill will be taken by BEenergy from the same account that you have set up for your direct debit.

My final bill is incorrect, who do I call to correct this?

If you have any queries regarding your final bill, please contact BEenergy 1800 817 383

Can I get a copy of my final bill posted?

Yes, of course! You can give us a call on 1800 817 383 and we can pop your bill in the post.

How do I get the credit on my account refunded?

You can give us a call on 1800 817 383 and we will get a refund processed for you.

BEenergy General Queries

I need to reset my pin to access my latest bill, what do I do?

If you require a pin reset, please go to <https://beenergy.ie/pin-reset>

I am moving home and need to give a final meter read.

If you are moving to a new home and need to give your final meter read, please contact Flogas on 041 981 5800 and they will draw up your final bill and get it posted to your new home.

I missed my direct debit payment can I call and pay this?

If you missed your direct debit, you are no longer able to make payments via our website or app. You can contact flogas on 041 981 5800 and make a payment on the phone with them or ask them to reapply for your direct debit.

I have forgotten my pin, can I have this sent to me again?

Yes, unfortunately, for security purposes you cannot change your pin online. However, if you call our customer services team 1800 817 383, we would be delighted to help you!

I have changed my bank details and need to update them.

As all of your details have now switched over to flogas, you can contact them on 041 981 5800 and they will update your bank details to ensure all further direct debits are collected from the correct account.

Can I change the date of my direct debit?

Yes you can change the date of your direct debit by contacting flogas customer services on 041 981 5800

How can I submit my meter reading?

You will no longer have access to submit a meter reading via the BEenergy portal. If you wish to submit a meter reading, you can do this by contacting Flogas on 041 981 5800, they will then send this to ESB on your behalf and it will be updated on to your account.

I have just moved into my new home and need to register my name on the BEenergy account.

BEenergy has now been taken over by Flogas, we will no longer have access to the details for your new address. You can contact Flogas directly on 041 981 5800 and they will be able to complete a Change of Tenancy with you.

I need to update my email address

As your account is no longer live with BEenergy we would ask that you contact Flogas in order to update any details that you need to change. You can contact them on 041 981 5800

My electric has gone off, who do I contact?

If you are experiencing a loss of electricity supply, please contact ESB networks emergency line on 1850 372 999