



SSE Airtricity Customer Charter



Log on at www.sseairtricity.com



Call SSE Airtricity on **1850 40 40 70***
(LoCall)

Welcome

Our purpose is to supply you with the energy that you need, and our goal is to be the greener, simpler and better choice.

Our aim is to be open, transparent and to treat our customers fairly. We try to get things right first time, every time but, when we don't, we'll accept our mistakes and put them right. When you're having a problem, we'll listen to you, and we'll do our best to understand and work with you to find a solution. Most importantly, we're open to your comments and feedback to help us improve our overall service.

Our customers are at the heart of our business and this Charter outlines the commitments we're making to you about our products and services.

We don't believe in ever standing still and we strive to improve our products and services. Your views help us to continue to provide the energy you need and the service you want so, from time to time, you might hear from us to ask you for your feedback. All of our teams are trained to provide you with the highest quality service. You can talk to us in complete confidence if you have any questions or concerns.

It's important to us that our organisation contributes to both the local and wider community too. That's why every member of our staff has the chance to spend a day volunteering as part of our Community at Heart programme. That's a total of over 600 working days donated to good causes all over the country.

We hope you find this Charter helpful. It has been approved by the Commission for Regulation of Utilities. If you need any further information or just want to give us your feedback give our team a call on 1850 404070* or email us at customerservice@sseairtricity.com.

We'd be delighted to hear from you.

*Charged at Lo Call rate. Rates from landline and mobile companies may vary, so please check with your operator.



Our commitments to you

Our aim is to provide you, our customers with the energy that you need and we're proud of the products and services that we offer and supply to you. Our service commitments to you are summarised below - full details are available in our Codes of Practice, all of which can be accessed via www.sseairtricity.com/customercharter. Our customer charter guarantees the standards in our Marketing & sign up, Vulnerable customers, Pay as you go meters, Billing, Disconnections, Complaints handling and Smart Codes of Practice. If you believe that we have not adhered to the commitment(s) 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 SSE Airtricity is conducted in a transparent and fair manner

We will confirm what you have signed up for, along with a copy of your terms and conditions and access to your customer agreement form in a timely manner. If you provide us with an email address you will receive this communication the same day; post will take up to four days. If you have any questions our Welcome Team will be waiting to take your call on 1850 81 81 80*. Alternatively just email them at welcometeam@sseairtricity.com and they will respond to you within 24 hours, Monday to Friday.

We will provide help for our most vulnerable customers

We offer a range of services for customers who require special services i.e. visual impairment - a full list of these services can be found in our vulnerable customer code of practice. To avail of these services, customers must register their details with us.

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 gas or electricity charges. We will also let you know of any additional charges in connection with your Pre Paid meter(s) when you sign up. Customers with Pre Paid meter(s) will receive an annual statement, and customers with an outstanding balance will also receive a statement three times a year.

We will bill you regularly & accurately

Your bills will show whether we are billing you for gas or electricity, and if the bill is based on an actual read, an estimate, or a read you sent us. We will bill you for your energy usage at the appropriate and correct price. We will contact you if we do not bill you within 30 days of your expected bill date.

We will help to work out a payment arrangement if you need it

We want to work with our customers. If you're worried about paying your bills or you owe us money, the sooner you talk to us the better. We will listen and work with you to find a solution that suits us both. It's the first step towards solving the problem. We'll only disconnect energy supply in extreme circumstances and after every possible solution has been tried.

We will resolve your complaint as quickly as possible

Our advisers are here to help and will generally be able to answer your query on the spot. If not, 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 and, if we can't, we will let you know why within these three working days.

We will refund you promptly

If it has been agreed that you are due a refund, we will issue it within 10 working days. Please note payments outside of EFT may take longer than 10 working days.

We will explain what Smart Services are and endeavour to put you in control

Smart meters are the next generation of digital electricity meters and are being rolled out across Ireland with 3 main benefits:

- Helps customers to understand and manage energy costs
- Offers customers Time-of-Use tariffs
- Helps customer to shift their demand to times of lower use, thereby benefitting the environment

We will communicate Smart Services to you in a clear and easy to understand manner. For our customers who choose 30 Minute Interval Usage, we will provide you access to a full breakdown of your usage data from your My SSE Airtricity account and will provide you with "at a glance" information about how you are using electricity, putting you in control of how you use your energy.

Please note: We will always aim to do our utmost to meet the above commitments, but there may be rare occasions where we are unable to do so for reasons outside of our control (for example, where network operators or other suppliers are involved). In these instances there may be times where our ability to deliver on these commitments is compromised.