

Customer Charter

Networks



Networks

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Dear Customer

ESB has always been committed to putting the needs of our customers first. This is reflected in our 12 Service Guarantees that were first introduced in our Customer Charter some years ago.

ESB Networks is the division of ESB responsible for building and maintaining the transmission and distribution networks throughout the country. You, the customer, come into contact with ESB Networks when you seek to have a new house or business connected to the distribution network, when you call to report a fault, or if you have a query regarding your meter installation.

Over the five-year period, 2003-2007, ESB Networks will invest over €3.5 billion in a range of projects to further improve and strengthen the electricity networks countrywide. This is more than double the amount invested over the past five years and, when completed, this work will considerably enhance the security of supply to our existing customers, while creating the infrastructure to cater for new customers. At the same time, ESB Networks is striving to further improve the levels of service that we provide in our day to day dealings with customers on networks related issues. Our commitment to high quality customer service is set out in this Networks Customer Charter.

The 12 Service Guarantees that follow represent the targets which our staff will be expected to meet when providing you with the range of ESB Networks related services. Please contact us if you are not satisfied that we have delivered our service in accordance with these guarantees. Our confidence is such that we are prepared to make a payment to you if we do not deliver.

A handwritten signature in black ink, which appears to read "John Shine".

John Shine

Executive Director Networks

Customer Charter

Distribution Service Guarantees

Guarantee One

The Network Repair Guarantee



Even with the best will in the world, faults will sometimes occur in our electricity networks and you may be without supply. If this happens, please let us know immediately. We'll do everything possible to restore your supply quickly - our aim is to restore supply within less than 4 hours in 95% of cases.

If you are without power for 24 hours after we were notified of the fault, you can claim €65 if you are a domestic customer or €130 if you are a business customer. You can claim an extra €35 for every additional 12 hours you are without power.

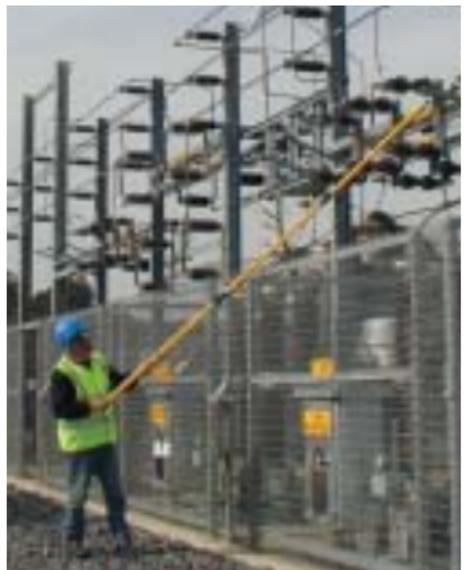
In exceptional cases such as storms or extensive disruption to electricity supplies, we cannot offer this guarantee. But we will always do everything we can to restore supply as soon as possible. To claim your payment under this guarantee, please contact us within one month of the supply failure.

Guarantee Two

The Planned Supply Interruption Guarantee

In our efforts to supply the best possible service, we often have to work on our own distribution network to improve it or to connect new customers.

Such work may require us to interrupt your electricity supply. But if such an interruption is necessary, we guarantee to give you at least 2 days notice unless you agree otherwise. If we fail to do this, domestic customers can claim €35, while business customers can claim €130. To claim your payment under this guarantee, please contact us within one month of the planned supply interruption. Very short supply interruptions, and interruptions arising from network faults and third party actions, are exempt from this guarantee. We will make every effort to minimise the inconvenience in such cases.



Guarantee Three

The Main Fuse Guarantee

If you lose supply but notice that your neighbours still have power, the first thing to do is to check your own fuses and trip switch. Assuming everything is in order, it could be that the Main ESB fuse has failed. Again please contact us immediately.

Our guarantee means we will call on you, free of charge, within 3 hours if you call us anytime between 8.30 am and 11.00 pm. Calls after 11.00 pm are guaranteed to receive attention before 11.30 am the following morning.

If we fail to meet these deadlines we will pay you €35.

Guarantee Four

The Meter Connection Guarantee



Our Meter Installation and Connection Guarantee applies where there is an existing supply of electricity at your premises. ESB guarantees to have your meter installed within 3 working days for domestic customers or 5 working days for business customers. New connections

require a valid ETCI Completion Certificate. More complex or multiple metering requirements will be arranged by agreement. We will pay you €50 if we fail to meet this guarantee.

Guarantee Five

The Connection Quotation Guarantee

If you are building a new house or farm building, setting up a small business or renovating an older property, you need to send us a completed application form and certain information – such as a site map. In such cases, we guarantee to send you a connection cost quotation within:

7 Working Days when no visit to your site is required

15 Working Days when a visit to your site is required.

Connections to larger developments or connections over 100 kilowatts or Medium Voltage connections can require considerable planning input; however, we guarantee to provide a quotation within 90 working days.

If we fail to meet our quotation deadlines we will pay you €65 in the case of a domestic customer or €130 in the case of a large business customer.

Guarantee Six

The New Connection Guarantee

Making a connection to a new house or premises can involve significant planning and construction work. We make every effort to complete the connection to coincide with the completion by the builder of the new house or premises. You can help by making your application for connection as early as possible.



Our guarantee to you is that, provided you have applied and paid for the connection at least 10 weeks prior to the completion of your electrical installation, we will complete your new connection within 2 weeks of receipt of the ETCI Completion Certificate. If we fail to meet this connection guarantee we will pay you €65.

This guarantee is subject to the conditions in the letter of quotation having been met (e.g. wayleaves, ETCI Certificate, underground service duct ready) and there being no significant network reinforcement involved. In the case of housing schemes, where ETCI Certificates have been submitted by the builder, we will connect you within two weeks from the date you apply.

Guarantee Seven

The Voltage Complaint Investigation Guarantee

If you have a concern about the level of electricity voltage supplied, we guarantee to contact you within 10 working days either to tell you about our voltage improvement proposals or to arrange to visit you to carry out an investigation of the complaint. Where an investigation is required we will contact you within a further 10 days to advise you of the outcome. If we fail to contact you within the guaranteed timeframe we will pay you €35.

Guarantee Eight

The Voltage Problem Resolution Guarantee



Where a problem with your voltage quality has been identified, we undertake to resolve that problem within 12 weeks, except in those cases where significant network reinforcement work is required. If we fail to honour this guarantee, we will pay you €50.

Guarantee Nine

The Appointment Guarantee



If, at your request, we need to visit your premises, we will offer you either a morning appointment (up to 1pm) or an afternoon appointment (after 1pm).

It is a matter of honour with us to keep the appointments we make with you but sometimes it may not be possible to stick to the original arrangement. We will visit as

agreed or contact you the day before the appointment should a problem arise.

If we fail to meet this guarantee, we will pay you €35.

Guarantee Ten

The Refund Guarantee

Where we agree that you are entitled to receive a refund for any reason connected with your electricity connection, we guarantee to make the refund within 5 working days of agreeing the amount to be repaid.

If we fail to meet this guarantee, we will pay you €35.

Guarantee Eleven

The ELCOM Settlement Guarantee

In the event of your achieving complaint resolution through use of the services of the independent Complaints Arbitrator (ELCOM) which involves a monetary payment, we guarantee to honour the financial settlement arrangements within 10 working days of your acceptance of the proposed resolution.

If we fail to meet this guarantee, we will pay you €130.

Guarantee Twelve

The Payment Guarantee

ESB Networks aims to provide you with an ever-improving standard of service, and our Customer Service Guarantees are specifically designed to ensure this. In this Guide, we have detailed the payments we will make if we ever fail to meet these guarantees. In most cases you need not do anything as we will automatically make the payments along with our apologies. But when we fail to meet guarantee or when (in the case of Guarantees 1 and 2) we have received a valid claim, we further guarantee:

To send you a cheque within 10 working days, or

If we fail to do this, we will pay you an additional €35.

ESB Networks - Building Ireland's Electricity Infrastructure

ESB Networks is the Distribution System Operator in Ireland. This means that we build and maintain the infrastructure needed to bring electricity to you, the customer. ESB Networks does not generate or sell electricity. This is done by other, separate, parts of ESB and by independent generators and suppliers.



Our job is to ensure that the overhead lines, underground cables, meters and other equipment are in place and to speedily carry out repairs to restore power whenever this is needed. We provide the initial connection, install the metering, maintain the network and repair any faults that occur. We also disconnect

and restore supply at the request of Electricity Suppliers (the companies that sell electricity and that send you your electricity bills). Our guarantees relate to all aspects of this service.

If you have any complaint about our service you can contact us through our national call centre and we promise to deal with your complaints in a timely and fair manner. If at any time you feel that your complaint has not been adequately dealt with, you have the option to approach ELCOM, the independent complaints arbitrator.

We are committed to providing a top quality, reliable electricity service. To that end, we are engaging in a very significant investment programme on our networks over the next number of years. This programme will see us refurbish the entire rural distribution network and provide much needed infrastructure for industry across the country. Our Charter reflects our confidence in our plans and in the commitment of our staff to provide you with a top class service.

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Exceptions to Guarantees

Sometimes, it can happen that exceptional circumstances prevent us from meeting your service request. Examples are where we cannot obtain access to your house or premises, major disruption to supplies, action by third parties (such as vandalism), risks to safety or where action could cause ESB to break the law.

While we cannot offer guarantees in these cases we will always make every effort to give the best possible service.

Any payments made under this Charter are ex gratia payments made by ESB for failure to meet the high service standards which we have set ourselves. Any payments are made without any admission of legal liability on the part of ESB. In the case of any conflict between the Customer Charter and ESB Conditions of Connection, the Conditions of Connection shall prevail.

How to contact us

If you have a loss of supply or any other service requirement, you can contact ESB Networks as follows:

LOSS OF SUPPLY/EMERGENCIES: Phone 1850 372 999

**NEW CONNECTIONS/VOLTAGE QUERIES/METERING etc.:
Phone 1850 372 757**

You can also write to your local Area or Divisional office, or,
Email: service@esb.ie Full details are available also at www.esb.ie

**ESB Networks –
Building Ireland's Electricity Infrastructure**

Tá leagan Gaeilge den Chairt seo ar fáil.

2003.



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