



Bord Gáis Energy Supply Code of Practice for Customer Contact

**Contact with Customers under the Fuel Variation
Tariff Regime**

1. Introduction

- 1.1 This Code of Practice has been developed in response to a request from the Commission for Energy Regulation's (CER's) to Bord Gáis Energy Supply (BGES) regarding the Fuel Variation Tariff (ref: CER/07/097). The purpose of this document is to set out an acceptable level of contact for BGES staff interacting with customers who are supplied or are eligible to be supplied under the Fuel Variation Tariff by BGES.
- 1.2 This Code of Practice will be issued to all BGES staff interacting with current and eligible FVT customers.
- 1.3 This Code of Practice requires that the conduct of BGES' business be carried out in a fair, nondiscriminatory and professional manner at all times.

2. Internal Management

2.1 Training

BGES will carry out regular training programmes for its staff interacting with current and eligible FVT customers, in relation to FVT procedures and compliance, and its obligations with respect to its Natural Gas Supply Licence.

2.2 Auditing

BGE's Internal Auditors will carry out regular reviews of correspondence with FVT customers to ensure compliance with this Code. Breaches of the Code will be subject to BGES normal disciplinary procedures. Where a serious breach of the Code occurs BGES may be subject to audit and review by the CER.

2.3 Reporting and Monitoring

BGES will report on compliance monitoring to CER in a manner and format approved by CER. CER may, following discussions with BGES, amend the terms of this Code of Practice or the method of Code of Practice for Customer Contact.

3. Contact with Eligible/Current Customers

- 3.1 When responding to a contact from a current/eligible customer or when contacting a current/eligible customer, BGES should comply fully with the wording and spirit of the FVT Direction¹.
- 3.2 BGES is required to ensure that any information or services discussed with a current/eligible customer is consistent with the conditions of its supply license and with any CER Direction in relation to the FVT.
- 3.3 Where requested to provide FVT price quotations, BGES do so in full accordance with the FVT Direction. BGES staff shall not provide prices outside of the FVT Direction to customers who are eligible for the FVT. If there is a lack of clarity on the application of an aspect of the pricing formula in relation to a particular product then BGES staff will revert to the BGES Sales Manager who will seek clarification from the CER prior to advising the customer.
- 3.4 Where requested to provide comment on a competing offer, BGES shall not discuss, in any circumstance, the financial standing, competence or integrity of a competing supplier, unless BGES's discussion on a competing offer relates to factual inaccuracies or misrepresentations made by the competing supplier.

¹ The FVT Direction refers to the FVT Decision Paper (CER/07/097) establishing the Fuel Variation Tariff Regime. However, this direction may change from time to time under direction of the CER, therefore when referring to the FVT Direction, BGES shall apply this code of practice in accordance with the latest Direction as published by the CER.