Commission for Energy Regulation
Energy Customers Team
Annual Report 2013
To: Mr. Alex White, T.D. Minister for Communications, Energy and Natural Resources

In accordance with the requirements set out in S.I. 463 of 2011, the Commission is pleased to present its fifth report on the number and type of complaints received from customers, their resolution and the service levels provided by electricity and natural gas suppliers in respect of the period 1st January 2013 to 31st December 2013.

This report also outlines the additional activities of the Commission’s Energy Customers Team during 2013.

Garrett Blaney
Chairperson
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1. Introduction

The Commission’s Energy Customers Team (ECT) was established in 2006 to provide a complaint resolution and information service directly to small business and domestic customers. Since its establishment the ECT has worked to make information more freely available to electricity and natural gas customers and to assist customers who experience difficulties within the market. The ECT also has a number of functions with respect to consumer protection. It is responsible for providing an independent complaints resolution service to customers with an unresolved dispute with their supplier or network operator.

This report provides a summary of the work undertaken by the Commission’s ECT in 2013 and compares the number of customer contacts in each year between 2008 and 2013. Also included in this report are details on the number and types of complaint dealt by the ECT during 2013.

There has been an increase year on year in the number of customer contacts received by the ECT. From an initial 378 contacts in 2008, they rose to 3,067 in 2012 and increased by a further 82% to 5,567 in 2013. As a result the Commission considered various options in order to manage the increasing workload. Based on volumes of contacts being received the Commission’s decision was to out-source the initial contacts element of the ECT workload. Following a competitive tendering process the out-sourcing team started work with the ECT in January 2013. The ECT within the Commission continues to carry out all the investigations required to make decisions on customer complaints.

Outsourcing the initial contact element of our service has been very successful and has helped to reduce the timeline for dealing with complex and standard complaints.

In 2013, 5,567 contacts from customers were logged, an average of just under 464 per month, which represents an increase of 82% on the level of contacts received in 2012. A number of factors are likely to be responsible for the increase in customer contacts. Some of the increase may be due to customers being more aware of the service on offer. In addition, since September 2012 suppliers and network operators are required to refer customers with unresolved complaints to the Commission. Finally, the introduction of the out-sourcing office may also have had an impact on the figures as the new model added greater assurance that customer contacts were recorded. These contacts are dealt with in more detail throughout the report.
2. **The role of the Commission and the ECT**

The Commission has a statutory obligation to provide a complaint resolution service to domestic and small business energy customers who have an unresolved complaint with their energy supplier or network operator. It is important to note that only customers who have completed their supplier’s or network operator’s complaint resolution service, and failed to reach a resolution, may raise their complaint with the Commission.

The Commission is also mandated to monitor the suppliers’ dealings with customers. As part of our role, in 2012, the Commission published The Electricity and Natural Gas Supplier Handbook (CER/12/081). The Supplier Handbook details what the suppliers and network operators are required to include in their Customer Charters and Codes of Practice for Household Customers. The Commission reviews Suppliers’ Customer Charters, for Household Customers, which provide service guarantees to customers as per their Codes of Practice. Suppliers are required to produce Codes of Practice for each of the following areas: Marketing and Sign-up, Billing and Disconnection, Complaint Handling, Vulnerable Customers, Pay As You Go Metering and Budget Controllers. The Electricity and Natural Gas Supplier Handbook also details the requirements for suppliers and network operators when dealing with Non-household Customers.

The issues raised by customers and the subsequent investigations carried out by the ECT aid with the development of industry policy and assist in the development of the electricity and gas markets.

3. **Structure of the Energy Customers Team**

In 2013 the ECT included a manager, an analyst and two customer care co-ordinators. The majority of the ECT’s work involves the investigation of complex, co-ordinated complex, switching and standard complaints.

As outlined above, following a competitive tendering process the out-sourcing team started work with the ECT in January 2013. The outsource team now manage the initial customer contacts and compile the customer files for complex and co-ordinated complex complaints. These completed files then form the basis for the ECT investigations into customers’ complaints.
### 4. Customer contact methods

A customers’ first contact with the ECT is generally either by phone or email. The phone is the most common, at 66.4% of first contacts while another 24.6% of customers made initial contact by email. In addition 8.5% contacted the commission in writing and the remaining 0.5% making contact either in person or by fax, during 2013.

**Graph I – Customer contact methods**

![Graph showing contact methods]

Where a customer contacts the Commission, to discuss raising a complaint, the process used is explained and the customer is sent a complaint form or informed how to download it from the Commission web site ([www.cer.ie/customer-care](http://www.cer.ie/customer-care)). The form provides a simple framework for customers to outline their complaint. It also gives the ECT permission, under the data protection legislation, to investigate the customer’s energy account and it is therefore the essential first step in raising a complaint with the ECT.

Where customers have any difficulty filling in the complaint form the ECT is always willing to help, whether the difficulties lie in the form itself or the customer requires the form to be provided with a larger font size. Wherever possible the ECT will take the necessary steps to ensure that the customer’s needs are facilitated. The ECT have endeavoured to make the form as straightforward and easy to complete as possible, while providing the customer with the freedom to describe their complaint in full.
All contacts are logged, categorised and responded to in order to best manage the customer requirements. Table I below shows a breakdown of the different types of complaints received over the course of the year and the contact methods used by customers.

Table I – Customer contact method by category

<table>
<thead>
<tr>
<th></th>
<th>Complex Complaints</th>
<th>Standard Complaints</th>
<th>Switching Complaints</th>
<th>Info Requests</th>
<th>Refer to 3rd Party</th>
<th>Return to S/N</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>298</td>
<td>46</td>
<td>20</td>
<td>98</td>
<td>39</td>
<td>868</td>
<td>1369</td>
</tr>
<tr>
<td>Phone</td>
<td>52</td>
<td>73</td>
<td>23</td>
<td>327</td>
<td>103</td>
<td>3,120</td>
<td>3698</td>
</tr>
<tr>
<td>Letter</td>
<td>234</td>
<td>7</td>
<td>19</td>
<td>4</td>
<td>3</td>
<td>207</td>
<td>474</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>20</td>
<td>26</td>
</tr>
<tr>
<td>Total</td>
<td>587</td>
<td>127</td>
<td>64</td>
<td>429</td>
<td>145</td>
<td>4215</td>
<td>5567</td>
</tr>
</tbody>
</table>

All contacts are logged under one of seven categories and are handled in line with the requirements of the category. The table above shows the breakdown of contacts received in 2013 and below is an explanation of each of the seven categories.

a) Complex Complaints – These are complaints formally escalated to the Commission, when a customer has been unable to resolve their complaint with their supplier or network operator and which require full investigation by the ECT. Prior to the complaint being logged the ECT check with the supplier / network operator that the complaint has completed the respective full complaint handling process.

b) Co-ordinated Complex Complaints – These are complaints, which are received by the ECT but investigated and followed up by another team within the Commission. These are usually complaints received from large industrial customers as the ECT is geared towards dealing with domestic and smaller business customers. No complaint of this nature was logged with the ECT in 2013.

c) Switching Complaints – These are complaints concerning the erroneous switching of a customer’s energy account to another supplier or the failure by the suppliers to switch a customer who has made a valid switch request. In these instances the ECT aim to have the customer switched to the supplier of their choice, where appropriate, and then undertake a full investigation of the complaint, as per a complex complaint.

d) Standard Complaints – These are complaints which are forwarded to the Commission, which do not necessarily require investigation as they may be in relation to a Commission policy or tariff decision. In these cases, while the customer may have a valid complaint to make, an investigation is not necessary in order to respond to the customer and provide a comprehensive response.
e) Information Requests – These contacts generally involve customers asking for information on aspects of how the market works or what tariffs are applicable to their customer group or to specific work undertaken by the network operators.

f) Return to Supplier / Network Operator – This type of contact is from a customer who has either mistaken the Commission for their supplier or who has contacted the Commission for advice regarding their complaint prior to completing their supplier’s complaints handling process. In these cases a member of the ECT would talk through the complaint with the customer and go through the process they need to follow with their supplier. The customer would also be advised of the Commission’s complaint handling process should they need to refer their complaint for investigation at a later stage.

g) Refer to Third Party – From time to time a person may contact the Commission regarding an issue outside the Commission’s remit. In these instances the person would be referred to the most appropriate body for their issue.

In 2013 the majority of Complex Complaints, 91%, were initially raised via email and letter. This may be attributed to the necessity for the complaint form to be completed by the customer prior to ECT accepting the complaint. Where these complaints are raised by phone the complaint form would be sent to customer to be completed and signed.

Some 57% of Standard Complaints were raised during a phone call, with 36% being raised by email in 2013. These complaints are, in general, not related to a particular customer account but rather to more general Commission policy decisions or tariff structures. Therefore the complaint form is unnecessary and it is possible to log these complaints using the information the customer provides during a phone call or via email.

During 2013 almost the same number of Switching Complaints were raised by email, phone and letter at 32%, 37% and 30% respectively. As these complaints can concern erroneous switching of a customer’s account, the ECT firstly ensure that the customer is with their preferred supplier and then deal with the complaint as per the Complex Complaint process.

About 76% of information requests were raised over the phone, with 23% being raised by email in 2013.

Of the Refer to 3rd Party contacts received, in 2013, 71% were by phone call and 23% by email, many of these arise because the customers believe they are contacting their supplier or a Government department.

With Return to Supplier / Network Operator some 74% were phone contacts, 21% were contacts by email and in 5% of cases the contact was by letter, during 2013.
5. **Operational work of the ECT**

The remit and obligations of the Commission regarding customers are primarily outlined in the following legislation:

- Directive 2009/73/EC (Electricity) of the European Parliament and of the Council; and
- S.I. 463 of 2011, which transposed these directives into Irish law:
  - The Commission was given responsibility to provide a dispute and customer complaint resolution service for any final customer having an unresolved complaint with an energy undertaking or their intermediaries and to publish the procedures and details of the service. The service has to be transparent, simple and inexpensive. The Commission must issue its determinations in writing, which may include the payment of a refund or compensation, which shall be proportionate.
  - The ECT was set up as a dedicated unit within the Commission to be the single point of contact for domestic and small business customers

**Responsibilities of the ECT:**

- Taking, investigating and responding to all complaints, queries and requests for information from domestic and small/medium business customers;
- Monitoring and updating the ECT area on the Commission’s website;
- Developing the guidelines used by suppliers for their Codes of Practice and Customer Charters;
- Providing input, advice and recommendations on customer related policy within the Commission;
- The Commission was given the authority to issue determinations and directions to suppliers and network operators including, where appropriate, the payment of a refund or compensation.
The ECT within the Commission spends the majority of their time dedicated to the investigation and resolution of complex complaints. In 2013 10.5% (587) of all contacts comprised of complex complaints; an increase of almost 36% compared to the 431 in 2012.

6. **Trends in customer contacts 2008 - 2013**

The number of customer contacts the ECT receives has grown from 378 in 2008 to 2,860 in 2011 to 3,067 in 2012 and increased by 82% to 5,567 in 2013. This may be due to customers being more aware of the service provided by the ECT, or because the suppliers and network operators are escalating unresolved customer complaints to the ECT, as a matter of course.

As the substantial increase in logged contacts coincided with the outsourcing of initial customer contact this may have impacted the contacts logged. This is due to the fact that when the out-sourcing office was put in place, there was an increased emphasis on monitoring and recording every single customer contact.

**Graph II – Total customer contacts 2008 to 2013 and percentage change year on year**
Table II – Total Contacts in 2012 and 2013 and the percentage change year on year

<table>
<thead>
<tr>
<th></th>
<th>Complex Complaint</th>
<th>Standard Complaint</th>
<th>Switching Complaint</th>
<th>Info Request</th>
<th>Return to S/N</th>
<th>Refer to 3rd party</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2012</strong></td>
<td>432</td>
<td>128</td>
<td>76</td>
<td>258</td>
<td>2129</td>
<td>44</td>
<td>3067</td>
</tr>
<tr>
<td><strong>2013</strong></td>
<td>587</td>
<td>127</td>
<td>64</td>
<td>429</td>
<td>4215</td>
<td>145</td>
<td>5567</td>
</tr>
<tr>
<td>% Change</td>
<td>36%</td>
<td>-1%</td>
<td>-16%</td>
<td>66%</td>
<td>98%</td>
<td>230%</td>
<td>82%</td>
</tr>
</tbody>
</table>

In addition to customer contacts, there were approximately 37,000 visits to the ECT website. This represents an increase of 22% on the figure of 30,000 from the previous year. Through the website the ECT provides customers with information about their rights as energy customers. It also explains energy charges and provides answers to frequently asked questions.

It should be noted that the Commission consolidated all its web activities to one central website in December 2013. A specific Customer Care section within the Commission website ([www.cer.ie/customer-cer](http://www.cer.ie/customer-cer)) provides the range of customer information that was previously included in the ECT specific website.

The graph below shows the trends in website visits from 2009 through to the end of 2013.

**Graph III – Website Visits 2008 - 2013**

There was a significant rise in logged complex complaints between 2012 and 2013, with an increase of 36% from 432 to 587. The number of standard and switching complaints logged fell between 2012 and 2013 with a marginal decrease in standard complaints a 16%
decrease in switching complaints. Information requests increased by 66%, while return to supplier/network operator almost doubled with an increase of 98%. Refer to third party complaints rose from 44 to 145.

The number of customers that raise complex complaints is rising year on year for various reasons. Customers are more aware that a complaint resolution service is available via the Commission, through the ECT. Suppliers and network operators are now mandated to highlight the role of the ECT and the customer option to escalate their complaint when suppliers cannot resolve complaints directly with their customers. In addition, the contact details for the ECT are provided on all energy bills sent to customers.

The majority of the ECT’s work involves the investigation of these complex complaints. While the complaints can be loosely categorised as, for example; billing, meter reading or meter mix-up, each complaint is unique. Each individual complaint has to be investigated thoroughly, which can take a substantial amount of time. It is extremely important to reach a fair and equitable resolution of every complaint, which can be explained to and understood by the customer and the supplier or network operator. Both the suppliers and network operators are bound by the decisions made by the ECT. Customers are free to take their complaint further should they so wish.

Graph IV – Complex complaints 2008 - 2013
7. **Number of customer contacts per year from 2008 to 2013**

Between January 2008 and December 2013 overall there were 15,730 customer contacts logged and 15,477 customer contacts were closed.

The comparison of customer contacts year on year from 2008 to 2013 serves to illustrate the increased interaction between customers and the ECT. While 2013 saw the introduction of the outsource office, which manages the majority of initial contacts, the number of customer contacts has increased since 2012.

The number of complex complaints has risen year on year since 2010 when 239 complex complaints were raised by customers. This number increased to 424 in 2011 and further increased to 432 in 2012; 2013 saw the number of complex complaints increase to 587; an increase of almost 36% compared to 2012.

As the majority of the work of the ECT comprises the investigation of complex complaints this has impacted significantly on the ECT’s workload. In 2013 while 587 complex complaints were logged /opened, the ECT closed 692. In essence 105 of the complaints closed in 2013 had been opened in 2012. This highlights the delay that was faced by customers when they raised complaints with the Commission. It was recognised that there was an urgent need to reduce waiting times for decisions on complex complaints. The Commission’s goal is to provide a decision for the customer within 4 months of the date we receive their complaint form.

The Commission considered a number of options to address the increased number of customer contacts being received and the increase in the number of complex complaints requiring investigation. After examining the various possibilities to improve the level of service given to customers, the decision was made to out-source the initial contacts element of the ECT workload. Following a competitive tendering process the out-sourcing team started work with the ECT in January 2013.

It was also decided to allocate more resources to the ECT internally on a temporary basis. This involved staff from other areas working with the ECT on a part time-basis for a set period. The outsourcing model allowed the ECT staff who had been managing the initial contacts to focus on investigating and resolving customer’s complex complaints. In addition, personnel from other areas within the Commission were temporarily seconded to the ECT throughout the year to help address the backlog that had built up during the preceding period. As a result of these changes, the average resolution time for a complex complaint was reduced from 284 days for complaints opened in 2012, down to 171 days for those opened in 2013. This represents a 40% reduction in average resolution times.
8. Suppliers in the electricity and gas markets

Table III – Suppliers in the domestic and non-domestic electricity and gas markets

<table>
<thead>
<tr>
<th>Domestic</th>
<th>Non Domestic</th>
<th>Domestic</th>
<th>Non Domestic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electric Ireland</td>
<td>Electric Ireland</td>
<td>Electric Ireland</td>
<td>Electric Ireland</td>
</tr>
<tr>
<td>Pinergy</td>
<td>Energia</td>
<td>Flogas</td>
<td>Energia</td>
</tr>
<tr>
<td>PrePayPower</td>
<td>SSE Airtricity</td>
<td>SSE Airtricity</td>
<td>Flogas</td>
</tr>
<tr>
<td>SSE Airtricity</td>
<td></td>
<td></td>
<td>SSE Airtricity</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Vayu</td>
</tr>
</tbody>
</table>

In 2013 there were six suppliers active in the electricity business and/or domestic markets. There were also six suppliers that were active in the gas business and/or domestic markets.

1 Only active electricity suppliers with greater than 1% share of MWhs are reported separately in each market segment.
The electricity market comprises four market segments; the ECT generally deals with customers in the first two segments, the domestic market and the small/medium business markets:

1. Domestic Market – connection to low voltage distribution network
   - DG1 urban residential customers
   - DG2 rural residential customers

2. Small Business Market – connection to low voltage non-maximum demand
   - DG5

Where complaints are raised by customers from segments 3) Medium Business Market, or 4) Large Energy Users, these complaints are in general logged as co-ordinated complaints and may be dealt with by other areas within the Commission.

3. Medium Business Customers – low voltage maximum demand and unmetered public lighting
   - DG3 and DG4
   - DG6

4. Large Energy Users
   - DG7 – medium voltage
   - DG8 – 38 kV
   - DG9 – 38 kV
   - DG10 – 110 kV network
   - TCON – those connected to the electricity transmission system

The gas market comprises four market segments; the ECT generally deals with customers in the first two segments, the domestic market and the small business markets:

1. Domestic customers;
2. Non-daily metered industrial & commercial (NDM I&C)
3. Fuel Variation Tariff (FVT) customers
4. Regulated Tariff Formula (RTF)

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2 Bord Gáis Energy, Electric Ireland, Energia, Pinergy, PrePayPower and SSE Airtricity
3 Bord Gáis Energy, Electric Ireland, Energia, Flogas, SSE Airtricity and Vayu
9. **Customer numbers per supplier in the energy market**

The ECT deals primarily with customers from the domestic and small / medium business electricity and natural gas markets. In order to provide a clear view of the number of complaints by market share, both markets have been included in Table IV below.

When market share is based on the number of customers supplied, rather than kWh’s supplied, there are three main suppliers that account for over 90% of all customers. Taking into account both the electricity and natural gas markets; Electric Ireland were the largest supplier with over 1.5 million customers, SSE Airtricity supplied just over 0.5 million customers, while Bord Gáis Energy supplied almost 0.7 million customers.

10. **Number & percentage of complex complaints per supplier**

In order to appropriately examine and compare the number of complex complaints raised against each supplier, the percentage of customers supplied has been compared to the percentage of complex complaints raised by customers. It can be seen, in Table IV below that while Bord Gáis Energy supplied 24% of the total customers they accounted for over 40% of the total complex complaints logged in 2013. Electric Ireland supplied over 52% of the customers and accounted for fewer than 24% of the complex complaints. SSE Airtricity supplied just over 18% of the customers and they accounted for just over 19% of the complex complaints.

Table IV – Complex Complaints Raised with the ECT in 2013 – A comparison of percentage of customers versus percentage of complaints

<table>
<thead>
<tr>
<th>Supplier</th>
<th>% of Customers</th>
<th>% of Complaints</th>
<th>No. of Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bord Gáis Energy</td>
<td>24%</td>
<td>40.4%</td>
<td>237</td>
</tr>
<tr>
<td>Electric Ireland</td>
<td>52%</td>
<td>23.9%</td>
<td>140</td>
</tr>
<tr>
<td>Energia</td>
<td>2%</td>
<td>4.4%</td>
<td>26</td>
</tr>
<tr>
<td>Flogas</td>
<td>1%</td>
<td>2.4%</td>
<td>14</td>
</tr>
<tr>
<td>PrePayPower</td>
<td>2%</td>
<td>0.9%</td>
<td>5</td>
</tr>
<tr>
<td>SSE Airtricity</td>
<td>18%</td>
<td>19.3%</td>
<td>113</td>
</tr>
<tr>
<td>Others</td>
<td>1%</td>
<td>8.9%</td>
<td>52</td>
</tr>
</tbody>
</table>

4 “Others” includes suppliers with smaller numbers of customers and network operators

5 Based on Market share in December 2013 (Electricity & Natural Gas markets combined)
To underline the variance from supplier to supplier the numbers of complex complaints per 10,000 customers, for the three largest suppliers, all of which supply more than 100,000 customers, have been examined.

Of the three largest suppliers, Bord Gáis Energy, at 3.45 complex complaints per 10,000 customers, had highest level of complex complaints per customer. This compares unfavourably with Electric Ireland, which has less than one complex complaint raised per 10,000 customers supplied and SSE Airtricity which had 2.16 complex complaints raised per 10,000 customers.

**Graph VI - Number of Complex Complaints per 10,000 Customers amongst Suppliers with more than 100,000 Customers**

It is worth noting that although the number of complex complaints being raised with the ECT has increased each year since 2008, the vast majority of complaints are resolved for customers by the suppliers or network operators, without the necessity of recourse to the ECT.

**11. Changes during 2013**

On 8th May 2013 the Commission announced its accreditation of the [www.uswitch.ie](http://www.uswitch.ie) price comparison website in the Irish energy market.

An easy and reliable method of identifying the lowest electricity and gas tariffs on offer from suppliers is of particular benefit to energy customers in the current economic climate. The [www.uswitch.ie](http://www.uswitch.ie) website provides an online energy price comparison, which facilitates customer switching. It is the second energy price comparison website accredited by the
Commission since the Commission’s accreditation framework was launched in August 2011; www.bonkers.ie was accredited by the Commission in 2012.

Under this framework, an energy price comparison website service is only accredited by the Commission if it meets defined standards for accuracy, transparency and reliability; uSwitch meets these standards. As an accredited website, it will be audited at least annually by the Commission to ensure that it continues to provide a high standard of service.

For background, in recent years the Irish electricity and gas retail markets have become increasingly competitive, providing customers with price discounts and a choice of tariff options from different suppliers. Since 2010 there have been over 1 million electricity switches and over 300,000 gas switches. This has been facilitated by the Commission approving a simple and free supplier switching process, to the benefit of customers.

The accreditation system provided by the Commission helps provide energy customers with the confidence to use price comparison websites, assisting them in comparing tariff offers and getting the best tariff deal.

12. Changes in 2014

The major change which impacted the ECT in 2014 was the Water Services Act, 2013 which expands the remit of the Commission to include a function to become the economic regulator for the public water sector and the Water Service Act 2014 which provided a legal basis for CER’s role in resolving disputes for water customers.

These changes will be reported in further detail in the 2014 Annual Report
### 13. Supplier & network operator contact details

<table>
<thead>
<tr>
<th>Supplier /Network Operator</th>
<th>E mail</th>
<th>Phone Number</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bord Gáis Energy</td>
<td><a href="mailto:info@bordgais.ie">info@bordgais.ie</a></td>
<td>1850 632 632</td>
<td>PO Box 10943 Dublin 2</td>
</tr>
<tr>
<td>Electric Ireland</td>
<td><a href="mailto:complaintfacilitator@electricireland.ie">complaintfacilitator@electricireland.ie</a></td>
<td>1850 327 327</td>
<td>Complaint Facilitator, P.O. Box 12523, Dublin 9</td>
</tr>
<tr>
<td>Energia – domestic</td>
<td><a href="mailto:homeenquiries@energia.ie">homeenquiries@energia.ie</a></td>
<td>1850 405 405</td>
<td>Mill House, Ashtowngate, Navan Road, Dublin 15.</td>
</tr>
<tr>
<td>customer contact</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Energia – business</td>
<td><a href="mailto:customer.service@energia.ie">customer.service@energia.ie</a></td>
<td>1850 363 744</td>
<td>Mill House, Ashtowngate, Navan Road, Dublin 15.</td>
</tr>
<tr>
<td>customer contact</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ESB Networks</td>
<td><a href="mailto:esbnetworks@esb.ie">esbnetworks@esb.ie</a></td>
<td>1850 372 757</td>
<td>Customer Relations, ESB Networks, Sarsfield Road, Wilton, Cork.</td>
</tr>
<tr>
<td>Flogas</td>
<td><a href="mailto:info@flogas.ie">info@flogas.ie</a></td>
<td>1850 306 800</td>
<td>Knockbrack House, Matthews Lane, Donore Road, Drogheda, Co Louth, Ireland</td>
</tr>
<tr>
<td>Gas Networks Ireland</td>
<td><a href="mailto:networksinfo@gasnetworks.ie">networksinfo@gasnetworks.ie</a></td>
<td>1850 200 694</td>
<td>Networks Services Centre, St. Margaret’s Road, Finglas, Dublin 11</td>
</tr>
<tr>
<td>(formerly Bord Gáis Networks)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pinergy</td>
<td><a href="mailto:customerservices@pinergy.ie">customerservices@pinergy.ie</a></td>
<td>1850 945 021</td>
<td>Blocks 9 &amp; 10, Belfield Office Park, Belfield, Dublin 4</td>
</tr>
<tr>
<td>PrePayPower</td>
<td><a href="mailto:info@prepaypower.ie">info@prepaypower.ie</a></td>
<td>0818 323 920</td>
<td>2nd Floor Paramount Court, Corrig Road, Sandyford Dublin 18</td>
</tr>
<tr>
<td>SSE Airtricity</td>
<td><a href="mailto:switchyourhome@airtricity.com">switchyourhome@airtricity.com</a> or <a href="mailto:sales@airtricity.com">sales@airtricity.com</a></td>
<td>1850 81 22 20</td>
<td>SSE Airtricity Red Oak South, South County Business Park, Leopardstown, Dublin 18.</td>
</tr>
</tbody>
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