



NETWORKS

OUR 12 SERVICE GUARANTEES TO YOU

Customer Charter

ESB NETWORKS DAC

esbnetworks.ie



Dear Customer

ESB Networks has always been committed to putting the needs of our customers first. This is reflected in the 12 Service Guarantees that have been included in our ESB Networks Customer Charter, since its introduction some years ago.

ESB Networks is the division of ESB responsible for building and maintaining the electricity distribution network throughout the country. Our customers, come into contact with ESB Networks when you seek to have a new house or business connected to the electricity network, when you call to report an outage, or if you have a query regarding your electricity meter.

From 2011 to 2020, ESB Networks has invested €5.3 bn to refurbish and upgrade the national electricity network. This has further improved and strengthened the electricity network countrywide and will provide a world class infrastructure to support the country's continued economic development. This work has also considerably enhanced the security of supply to our existing customers.

ESB Networks continues to work at improving the levels of service that we provide in our day to day dealings with our customers on ESB Networks related issues. We are implementing a Customer Experience plan to improve how we deliver our services for our customers.

The initiatives in this plan support our commitment to providing the highest quality customer service as set out in this ESB Networks Customer Charter.

The 12 Service Guarantees that follow represent the targets which our staff will be expected to meet or beat 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 commitment is such that we are prepared to make a payment to you if we do not deliver.



Nicholas Tarrant
Executive Director, Customer Delivery
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, our 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 meter, 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.



*EV = electric vehicle

If you have any complaint about our service you can contact us through our National Customer Contact Centre and we promise to deal with your complaint in a timely and fair manner. You can also contact us by email at: esbnetworks.complaints@esb.ie

OUR 12 DISTRIBUTION SERVICE GUARANTEES

1 THE NETWORK REPAIR GUARANTEE

Even with the best will in the world, faults will sometimes occur in our electricity network 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.



2 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 two 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 after 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.

3 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 8.30am and 11.00pm. Calls after 11.00pm are guaranteed to receive attention before 11.30am the following morning. If we fail to meet these deadlines we will pay you €35.



4 THE METER CONNECTION GUARANTEE

Our Meter Installation and Connection Guarantee applies where there is an existing supply of electricity at your premises and a valid Completion Certificate has been received.

ESB Networks guarantees to have your meter installed within three working days for domestic customers or five working days for business customers. More complex or multiple metering requirements will be arranged by agreement. We will pay you €50 if we fail to meet this guarantee.

OUR 12 DISTRIBUTION SERVICE GUARANTEES

5 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, (OR apply online at www.esbnetworks.ie/new-connections).

In such cases, we guarantee to send you a connection cost quotation within:

- **Seven 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.

6 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 two weeks of receipt of the 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, Completion Certificate, underground service duct ready) and there being no significant network reinforcement involved. In the case of housing schemes, where Completion Certificates have been submitted by the builder, we will connect you within two weeks from the date you apply.



7 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.

8 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.



9 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.

10 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 five working days** of agreeing the amount to be repaid. If we fail to meet this guarantee, we will pay you €35.

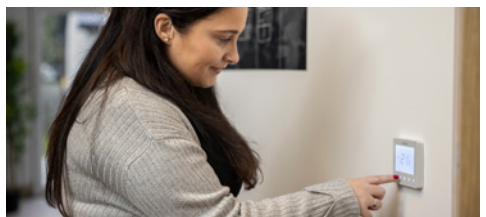
11 THE SETTLEMENT GUARANTEE

In the event of your achieving complaint resolution through use of the services of the Commission for Regulation of Utilities (CRU) 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.

12 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.



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 the electricity supplies,**
- **action by third parties (such as vandalism),**
- **risks to safety,**
- **where action could cause ESB Networks 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 Networks 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 Networks.

In the case of any conflict between the Customer Charter and ESB Conditions of Connection, the Conditions of Connection shall prevail.

CUSTOMER TELEPHONE SURVEYS

ESB Networks is committed to providing a top quality, reliable electricity service. To get feedback on our performance we engage professional market research agencies to work with us and to undertake customer telephone surveys on our behalf.

Strict data protection guidelines apply which ensure that customer privacy and personal information is fully protected. We greatly appreciate getting your feedback.

However, if you are contacted and you wish to opt out, please make this known to the call agent or to our **National Customer Contact Centre (1800 372 757 or 021 2386555)** and you will not be contacted in any future ESB Networks survey.



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HOW TO CONTACT US

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

CALL US

Emergencies / Loss of supply:

Phone 1800 372 999 or 021 2382410

New Connections / Voltage Queries /
Meter Relocation:

Phone 1800 372 757 or 021 2386555

Please have your 11 digit ESB Networks MPRN number to hand when you call - shown on your electricity bill as M10...

POWERCHECK

For supply interruption information, view powercheck.ie

EMAIL US

esbnetworks@esb.ie

ONLINE

Full details are available also at: esbnetworks.ie

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