

Our Customer Charter



IBERDROLA

Our Customer Charter

At Iberdrola we aim to give our customers the best possible service. We believe our job is more than just to bring you energy, it's also about making your energy choices clear and simple. To make managing your energy as convenient as it should be, and to help you be as energy efficient as possible.

We are part of the Iberdrola Group, one of the largest energy companies in the world and a leader in renewable energy. At the forefront of building a sustainable energy future for everyone, we produce and supply electricity to more than 100 million people in the countries in which we operate.

Our commitments to treat you fairly

We aim to keep what's important to you at the front of our minds in everything we do. That's why our commitments are designed to help you get the most from your energy account with us. We've produced a series of Customer Codes to give you useful information and set out our obligations to you.

You'll find an overview of each below and can read them in full or download them by visiting iberdrola.ie/cop

- Marketing & Advertising
- Switching to Iberdrola
- Billing
- Vulnerable Customers
- When something's wrong
- Smart Services

Where to find our Codes of Practice

Our Codes of Practice can be found at iberdrola.ie/cop or you can request any of our codes by calling us on 1800 300 370 (lines open Monday to Friday 8am-8pm and Saturday 9am-4pm).

Our commitments to you

Marketing and Advertising

We'll take every step to ensure our marketing materials are fair and not misleading. We'll ensure that all reasonable steps are taken to ensure that anything we publish or advertise is accurate, and operates within a limited period of time. Further information can be found in our Marketing and Advertising Code of Practice.

If we fail to keep any of these commitments to you, we will pay €35.

Switching to Iberdrola

We want to ensure that switching to Iberdrola is a simple, easy process. We'll make sure that we provide you with clear and accurate information to allow you to make an informed choice and provide you with options should you change your mind. You can find out more about switching to Iberdrola at iberdrola.ie in our Switching Code of Practice.

If we fail to keep any of these commitments to you, we will pay €35.

Billing & Disconnection

We believe that the bill you receive from us for the energy you have used should be accurate and easy to understand. In addition, we will also ensure that:

- you have a choice of payment methods
- you will be able to see exactly what energy you have consumed over a particular period*
- you know how we will be able to help you if you are struggling to pay your bill
- you know what to do if you want to close your accounts and/or switch suppliers

Should we need to refund any amount paid by you for any reason, we'll ensure you receive this within 10 working days.

Disconnection

Disconnection will only ever be carried out as a last resort. We appreciate there could be a number of reasons why you may have been unable to pay your bill. Please contact us on 1800 300 370 as soon as possible if you cannot pay in full and need help. We have alternative payment and tariff options that could benefit you, for example you could add the arrears onto a Direct Debit plan or set up a repayment arrangement

so that you can pay any debt off over a longer period. If you are having repayment difficulties, the most important thing to do is contact us as early as you can. We will be able to help you. Further information can be found in our Billing Code of Practice.

If we fail to keep any of these commitments to you, we will pay €35.

Queries & Complaints

If something has gone wrong please let us know – we'll do everything we can to put it right. Contact our Customer Care Team on 1800 300 370. Alternatively, email us on contactus@iberdrola.ie or write to Customer Service Team, Iberdrola, PO Box 13051, Dublin 2.

Most queries are dealt with when you contact us, however if you have a complaint we'll do our best to put things right for you. To ensure your complaint is resolved as quickly as possible, we follow a three stage process to get you a resolution as quickly as possible. If we need to carry out a more detailed investigation, we'll respond to you within 10 working days. Our Code of Practice - When Something's Wrong has more detail about how we will deal with your query.

If we fail to respond within 10 working days, we will pay you €35.

Vulnerable Customers

We have a number of services designed to provide additional help and support to customers who need it. By registering for our Priority and Special Services you are entitled to additional benefits and services. From bills that are easier to read, to letting ESB (Electricity Supply Board) Networks know if you require a continuous supply of electricity, there are different options available to help you manage your account with us more easily.

You can register for extra help and support as a vulnerable customer if you are:

- critically dependent on electrically powered equipment, including life-protecting devices, assistive technologies to support independent living and medical equipment
- of pensionable age (66 years or above) living alone, with another vulnerable person or with minors
- have a physical, sensory, intellectual or mental health disability including sight and hearing disabilities

As with all of our Codes of Practice, if we fail to meet any of the standards set out for our vulnerable customers, we will pay you €35.

Smart Services

For customers who have a smart electricity meter installed we have a range of Smart Services and we'll make sure we provide you with clear and accurate information to help you make an informed choice before taking our Smart tariffs. This includes the tariffs available, how we use the data your smart meter provides and how we then use this information to create your bill.

When you take a smart tariff we will:

- Provide you with data to allow you to make decisions on how to use your energy more efficiently and economically. This will be available when you take a smart tariff and we start to build data on your consumption
- Ensure your bill shows how much energy you've used and the cost of that energy in each time band. We'll also show this as a graph, allowing you to compare the consumption across the year and for the same billing period in the previous year
- Allow you to download a file of your historical half-hourly data if you have chosen a half-hourly tariff, in an easy-to-access, safe and secure way

Further information can be found in our Smart Services Code of Practice.

As with all of our Codes of Practice, if we fail to meet any of the standards set out for our Smart Services, we will pay you €35.

Terms and conditions

Any payments made under this Charter for failure to meet the high standards that we have stated are made without any admission of legal liability on the part of Iberdrola. In the case of any conflict or inconsistency between the Customer Charter and the Iberdrola Conditions of Supply, the Conditions of Supply – available on iberdrola.ie or from our Customer Services free on 1800 300 370 – shall prevail. In all other cases, you have the confidence of your Customer Service Guarantees.

We're delighted that you've joined Iberdrola.

Get in touch

You can contact us if you have any queries or want to request a copy of our Codes of Practice. Simply:

By emailing us

contactus@iberdrola.ie

By calling us free

1800 300 370

(Lines open Monday to Friday 8am to 8pm and Saturday 9am to 4pm)

By chatting online or in our app

Select 'contact us' from the menu then 'chat with us'.

This Code has been approved by the Commission for Regulation of Utilities (CRU).



IBERDROLA

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