

Our Code of Practice Switching to Iberdrola



IBERDROLA

Switching to Iberdrola

Our Code of Practice

At Iberdrola, we want our customers to feel confident in switching their energy supply or any other service to us. That's why we will adhere to this Code of Practice before, during and after the sale of our products and services to ensure our customers have made an informed choice.

Marketing by SMS

If we send you any marketing information by SMS, you will always be able to see:

- our company name
- how you can unsubscribe from future communications

Marketing by email

If we send you any marketing information by email, you will always be able to see:

- our name and address
- our contact details
- how you can unsubscribe from future communications

Marketing by phone

We promise our agent will:

- state the call is from Iberdrola, and provide their name and our contact number
- advise you of the purpose of the call
- cease the call if you ask for it to stop, and let you know how to opt out of any further marketing communications or calls

Marketing in person

We promise our agent will:

- produce an identity card with their name and photograph as well as our company name address and contact details
- let you know why we are visiting and make sure you are happy to progress. If you want us to stop at any time, simply ask us and we will do so and we will let you know how to opt out of any further marketing communications or visits
- provide you with a copy of the standard doorstep checklist prior to the commencement of the sales pitch and actively confirm that you have read and understood the doorstep checklist

We promise that we will never:

- make sales calls to your home or by telephone outside the hours of 9am and 9pm Monday to Friday, or from 9am to 7pm on Saturdays
- call you on a Sunday, public holiday or bank holiday or Christmas Eve
- continue with any marketing, or a telephone conversation if you ask us to stop

During the sale

We promise that we will:

- make sure that whoever enters into a contract with us is authorised to do so (ie is the person authorised to switch energy supplier for that property)
- provide you with a checklist before we start when we visit your home. We'll then confirm you have read and understood the doorstep checklist if you decide to switch your energy to us. We'll also leave this checklist with you along with a cancellation form
- explain to you clearly the tariffs available, including a breakdown of unit rates, standing charges & any other associated charges with the product, duration of your contract, and any discounts or additional charges so you can make an informed choice

- ensure you have the relevant terms and conditions for your new product or service, plus anything further that you need to know about the operation of your account (such as when and how you will be billed, or your chosen payment method)
- find out if you need extra help. If so, we can let you know how to register as a vulnerable customer or nominate someone to receive your bills and other communications
- give you details of how to cancel if you've changed your mind
- remove you from our marketing database on request
- send you confirmation of your chosen tariff, prices and other important information in your Welcome communications

Your right to change your mind

When you switch your energy supply to Iberdrola, we want you to be completely happy. If you've changed your mind you have a cooling-off period in which you must tell us you want to cancel. Your cooling off period ends 14 days after receiving your Welcome communications.

Respecting your marketing choices

We respect your right to control the marketing you receive from us. You can update your choices at any time and can decide how you would prefer to receive our marketing communications.

- if you tell us that you don't want to be contacted for marketing purposes, we will amend our customer records as soon as possible. This also applies to any external agencies we use for this purpose
- we will be in touch to ask you to update your marketing preferences from time to time such as when there is a change in your relationship with us, including, where you investigate buying another product from us, move house, seek to add an additional person to your account, or where your tariff changes. We respect your choices and so will not ask you to update your preferences any more frequently than once every 12 months

- if you have not objected to our marketing, and we send you electronic marketing (SMS, email or other electronic communications), and you do not tell us you no longer want to receive such marketing, we may continue to market to you for a subsequent 12 months

Iberdrola respects your right to privacy, and we will only ever use personal information for marketing purposes in a manner that is consistent with this Code and in accord with your preferences. Our Privacy Information Notice (PIN) describes your rights under the data protection legislation and how we will use and protect your personal information. To view the current version of our PIN visit iberdrola.ie/privacy

Our guarantee

If we fail to meet any of these commitments, then you will be entitled to compensation under the terms of our Customer Charter.

Get in touch

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

- Email us at contactus@iberdrola.ie
- Call us free: **1800 300 370** (Lines open Monday to Friday 8am to 8pm and Saturday 9am to 4pm)
- Use our chat facility 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).



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