
CODE OF PRACTICE ON COMPLAINTS HANDLING

ELECTROROUTE ENERGY TRADING LIMITED

Applicability

This code of practice applies when we, Electroroute Energy Trading Limited (“**ElectroRoute**” hereafter), supply you, a non-domestic customer, with gas to your premises in the Republic of Ireland except:

- a. where you are a Large Daily Metered (LDM) customer or part of a corporate group which contains a “large” company as defined on the *Companies Act 2014*; or
- b. where you have entered into a dedicated contract with us that replaces our standard terms and conditions of supply.

The above-mentioned customers should instead refer to the relevant provisions of their bespoke supply agreement with ElectroRoute.

However please note that the CRU’s dispute resolution service mentioned in this Code of Practice remains available to all of our non-domestic gas supply customers, regardless of the applicability of this Code of Practice.

Customer satisfaction is of foremost importance to ElectroRoute, and we will always endeavour to provide a high level of customer service. However, we want to hear if you feel otherwise. This procedure sets your rights and will guide you through the process of raising a concern with us. When a concern is raised, we will strive to:

- a) Guarantee that the complaint is dealt promptly and with care.
- b) Ensure complaints are kept strictly confidential.
- c) Take all appropriate measures to find a fair solution.
- d) Provide the customer with a satisfactory explanation of the issue, an honest apology and an appropriate level of compensation, depending on the outcome of the complaint.
- e) Take the necessary mitigating actions to prevent issues of this nature arising in the future.

We are here to ensure you experience a high-quality service, we will always engage with you and do our best to solve the issue in the minimum time possible.

How to make a complaint

For complaints relating to gas supply you can contact us using either of the options below:

Post:

Customer Service

ElectroRoute

2 Cumberland Place, Third Floor,

Fenian Street, Dublin 2

Ireland

E-mail: gas.supply@electroroute.com

Phone: + 353 (0) 1 687 5700

Please provide as much detail of the issue as you can, since this will help us to expedite the resolution process.

How your complaint will be handled

Upon receipt of a complaint, we will record it internally and you will be notified of the name of the person looking after your case, his/her contact details and the complaint reference number assigned to your case.

We will do our utmost to alleviate the issue as soon as possible and always within the following timeframes:

- a) for minor complaints, this could happen within the same day of the complaint;

- b) if a complaint requires more attention due to its complexity, we will seek to resolve it within 20 working days;
- c) if after we have offered you a solution, you remain unsatisfied, you can request that the query be escalated to our Customer Service Manager, who will review your case and respond to you within 10 working days.
- d) We will never take more than 2 months to resolve any complaint, except in cases where the customer is not engaging with us or technical procedures would be required that would extend the time required to reach a decision.

How your complaint will be resolved

Each complaint will be dealt with individually and the actions involved in resolving each complaint will differ from case to case. The following methods may likely be used to settle your complaint:

- a) An explanation regarding the complaint;
- b) An honest apology if we were at fault in any way;
- c) Corrective action may be taken to offset any losses suffered by the customer, which will be paid to the customer within 14 days or one billing period when the compensation is in the form of credit.



When ElectroRoute deems a complaint resolved, we will inform you in writing indicating that your case is closed.

However, if you are dissatisfied with our resolution, you may refer your complaint to the Commission for Regulation of Utilities (CRU). The CRU is Ireland's independent energy and water regulator and one of its key objectives is to enforce consumer rights. The complaint resolution service is free and independent; however, you must have completed ElectroRoute's complaint process outlined above before the CRU reviews your complaint. The CRU's decision will be legally binding on ElectroRoute only.

CRU's contact details

Post:

Commission for Regulation of Utilities (CRU)
Customer Care Team
The Grain House, The Exchange
Belgard Square North
Tallaght, D24 PXW0, Ireland

Email: customercare@cru.ie

Phone: 1800 404 404

Website: <https://www.cru.ie/home/complaint-form/energy/>

ElectroRoute's contact details

If you wish to obtain a hard copy of this Code of Practice, we shall provide it to you free of charge. Please contact us at the details below to request your copy or for any other queries:

Post:

Customer Service
ElectroRoute
2 Cumberland Place, Third Floor
Fenian Street, Dublin 2
Ireland

E-mail: gas.supply@electroroute.com

Phone: + 353 (0) 1 687 5700

Website: www.electroroute.com