



An Coimisiún
um Rialáil Fóntais
Commission for
Regulation of Utilities



COVID- 19 Information for Energy Customers



COVID-19 CRU Customer Protection Measures

Due to the COVID-19 pandemic, the CRU has already taken a number of measures to protect domestic customers including:

- increasing the emergency credit for gas prepayment meters from €10 to €100.
- issuing a moratorium on disconnections of domestic customers for non-payment.

This means that no disconnections of household customers will take place up until April 19 2020, after which time the CRU will further assess the situation. The CRU is continuing to monitor the market at this time and will take action, where appropriate to protect customers.

COVID-19 Difficulty Paying Your Energy Bill

In the event that you are facing difficulty paying your electricity or gas bill, you should contact your supplier and seek to come to an agreement on a payment plan. The CRU require suppliers to have trained staff in place, who will deal with your case sympathetically. Suppliers must arrange practical payment plans to assist domestic customers who have built up arrears. Any repayment arrangements must take into account the customer's circumstances and must be reasonable and affordable.



Contacting Suppliers or Network Operators

If customers are having issues in relation to paying bills, they should contact their energy supplier or network operator. You can contact them through their website or by phone.

BE Energy	1800 817 383
Bord Gais Energy - Home Energy	(01) 611 0101
Community Power	(067) 56005
Electric Ireland	1850 372 372
Energia - Home	1850 405 405
ESB Networks	1850 372 757
Flogas	1850 30 68 00 or (041) 9874874
Gas Networks Ireland	1850 200 694
Glow Power	(01) 9609 690
Go Power	(01) 866 5612
Iberdrola	1800 300 370
Naturgy	(01) 884 9400
Panda Power	(01) 829 89 89
Pinergy	0818 363 749
PrePayPower	0818 323 920
SSE Airtricity	1850 81 22 20
WaterPower	(029) 50568

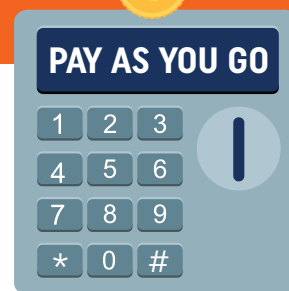
Information for Pay As You Go Customers



PAYG - Gas

I am a Pay-As-You-Go gas customer, how do I top up my meter?

You can purchase gas credit in your local shop or post office.



What if I am unable to get to the shops to purchase credit for my gas meter?

Customers with gas prepayment (PAYG) meters cannot top up remotely (online or over the phone). Given that some customers may not be able to reach a retail outlet regularly during this time, the CRU has taken the decision to increase emergency credit levels for all gas prepayment customers from €10 to €100.

This measure is being applied to allow customers to remain connected for a period even if they cannot continue to purchase credit regularly as usual. It is important to note that this sum must be paid back in full at a later date to ensure continuity of supply.

The CRU encourages all customers to continue to top up as normal, to the best of their ability, to avoid building up debt.

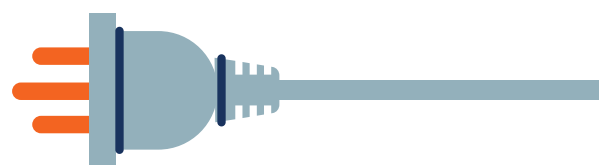
I cannot afford to top up my gas meter, what should I do?

- To update the emergency credit on a gas prepayment meter, customers must initially bring the gas pre-payment card to a shop and complete a vend for this update to apply. This can be registered as a "zero value" during the process and the emergency credit on the card should then be automatically topped up to €100.
- Once this process is completed, in the event that customers cannot reach a retail outlet over the coming weeks, there will now be additional credit to this value on the meter to allow gas to continue to flow for a longer period of time than usual.
- It should be noted that customers who have existing Emergency Credit Debt on the meter before the update will have to pay off the emergency credit debt before being able to avail of the increased emergency credit value. It may take multiple vends to pay the debt off.
- Agencies such as MABS or the Department of Employment and Social Affairs may be able to assist.

PAYG - Electricity

I am a Pay-As-You-Go electricity customer, how do I top up my meter?

You can purchase electricity credit in your local shop, post office, online or over the phone.



I cannot afford to top up my electricity meter, what should I do?

- If the credit on your meter runs low, you will be offered €10 emergency credit. The €10 will then be deducted automatically from your next top-up amount. Please note: It is best to only use emergency credit when you really need it as you will need to pay it all back before you can use it again. If electricity customers use all their emergency credit, they will need to top up by at least €15 to use it again.
- Agencies such as MABS or the Department of Employment and Social Affairs may be able to assist you.

CRU Customer Care Team

☎ 1890 404 404 ✉ customercare@cru.ie

The CRU's Customer Care Team (CCT) assists household and small business customers who have questions or complaints in relation to energy or water utilities. The Customer Care Team also has an important role in gathering information from customers about their experiences with energy supplier, network operators and Irish Water. The CRU uses this information to provide feedback to the relevant divisions within the CRU; this helps CRU to develop policies that address the issues raised by customers and improves customer protection.

If you would like to log a complaint against an energy supplier or network operator, please contact the CRU Customer Care Team on 1890 404 404 or customercare@cru.ie

Please note the CRU can only investigate complaints where the customer has first exhausted the supplier or network operators' full complaints process. If you have completed the complaints handling process of your supplier or network operator and you are still not happy, then you can log a formal complaint with us.