

# Customer Charter



## Our role

EirGrid Group is a leading energy business, dedicated to the provision of transmission and market services for the benefit of electricity consumers throughout the island of Ireland. It is a state-owned commercial company.

EirGrid is committed to delivering high quality services to all customers, including generators, suppliers and consumers across the high voltage electricity system and via the efficient operation of the wholesale power market. It puts in place the grid infrastructure needed to support competition in energy, to promote economic growth, to facilitate more renewable energy, and to provide essential services.

## Our commitments to you

**We will conduct our business in an impartial, non-discriminatory, open and transparent manner, with appropriate regard to your privacy and confidentiality.**

**We are committed to ensuring that all information provided through our publications, website and direct interactions, is accurate, relevant and timely. We will continually work with our customers to identify all relevant, appropriate market information and publish same on a regular basis.**

**We will consult with participants and other stakeholders on such matters as the Grid Code and our publications where appropriate, and ensure proper consideration is given to all consultation responses.**

**We are committed to providing a professional, efficient and courteous service to all our customers.**

**We are committed to evaluating and improving the customer service we deliver and to reporting on that service in our annual report.**

**We acknowledge that a lot of our customers communicate directly to a known EirGrid contact. If you are unable to reach the person you require, or you are unsure who in the organisation you need to speak to, the Customer Relations team is available at the contact information below to help manage your query.**

## Complaints

If you are in any way dissatisfied with the quality of service you receive from us, we would like to hear from you. Your complaints can be directed firstly to the Head of Customer and Stakeholder Relations, Aidan Lawlor, at [Aidan.Lawlor@EirGrid.com](mailto:Aidan.Lawlor@EirGrid.com) or telephone (+353) -1- 2370576. Your complaint will be treated in accordance with our Complaints Procedure.

## How to contact us

Our Customer Relations team is reachable at (+353) -1- 2370472, between 8.30am and 4.45pm, Monday to Friday.

We are also contactable at [info@eirgrid.com](mailto:info@eirgrid.com) and we will aim to acknowledge all email correspondence from you, where action is required, within one working day.

Our reception is contactable at (+353) -1- 6771700 during office hours. Out of hours support is provided to customers as required to meet their business needs.

For further information please refer to our website at [www.eirgridgroup.com](http://www.eirgridgroup.com)

