

# Customer Charter

# Our 10 performance commitments to you

Gas Networks Ireland is committed to putting you, our customer, first. This commitment is reflected in our Customer Charter which outlines our 10 guaranteed performance commitments.

Gas Networks Ireland connects all natural gas customers to the network and is responsible for carrying out related work at customer premises. The services we provide include safety and emergency response, pipeline service laying and modification, and meter installations/alterations.

We make every effort to provide our services in a prompt, efficient, and safe manner and to a high standard. Gas Networks Ireland continuously seeks to improve the levels of service that we provide on a daily basis to our customers, and aims to achieve service excellence in all aspects of our business. This Customer Charter provides assurances to our customers of our dedication to these commitments and that, in certain circumstances, Gas Networks Ireland will provide compensation for failing to meet these standards.

Gas Networks Ireland is dedicated to delivering these performance commitments. If you are not satisfied that we have delivered our service in accordance with our Customer Charter, we would appreciate it if you would let us know.



A stylized, handwritten signature in white ink that reads "David Kelly". The signature is written in a cursive, flowing style.

**David Kelly**  
*Director of Customer and Business Development,  
Gas Networks Ireland*

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## Call response

Your call will be answered within 20 seconds

The main contact numbers for Gas Networks Ireland are

**24hr Emergency Service**  
**1800 20 50 50**

24 hours, 7 days a week

**General Enquiries**  
**1800 464 464**

Monday to Friday 8am – 8pm  
Saturday 9am – 5.30pm

**Carbon Monoxide Information**  
**1800 89 89 89**

Monday to Friday 8am – 8pm  
Saturday 9am – 5.30pm

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## Quotations turnaround

We will respond to all quotation requests within 7 working days

Many of the services we provide are standard and quotations can be provided quickly over the phone with minimal information. Sometimes the job requirements are more complex and may require one of our representatives to make a site visit in advance of providing a quotation.

For domestic and small commercial (no design work required) service pipe connections or connection alteration/reconfiguration involving no main laying activity, we guarantee that quotations will be available within 7 working days from receipt of all necessary data.

If we fail to send a quotation within 7 working days, from receipt of required data, a claim of €65 can be made.

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## Appointment granting

We will schedule your appointment within 5 working days of the request

For quotation site visits and domestic metering service appointments (the latter must be requested through your gas supplier) we offer a choice of am, pm or all day appointments, subject to availability. We will schedule your appointment within 5 working days of the request.

For domestic service lay appointments, we will, on receipt of payment, commit to indicating one of the next 4 weeks in which work will commence and then closer to the time agree a firm date with you, ensuring sufficient notice of same.

If we fail to grant you an appointment commitment within 5 days or 4 weeks, as applicable, (subject to restrictive conditions which may be in place by local authorities, etc. from time to time), a claim of €35 can be made.

If you require an appointment beyond the mentioned day/week limits we will accommodate you with same.

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## Appointment keeping

We will contact you a minimum of one working day prior to any appointment re-scheduling

We will endeavour to keep all appointments with our customers on the assigned day and within the nominated timeframe (am, pm or all day). If we believe we will be unable to keep this appointment we will contact you a minimum of one working day prior to the scheduled appointment.

If we fail to meet the appointment or fail to notify you of the cancellation on or before the working day prior to the scheduled appointment, a claim of €50 can be made.

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## Reinstatement commitment

We will ensure that all excavations are back-filled and covered securely within 24 hours of work completion

Gas Networks Ireland may need to excavate ground on your premises in order to facilitate the laying of the gas connection pipework. We will ensure that all excavations are back-filled and covered securely (temporary reinstatement) within 24 hours of work completion.

If we fail to complete a temporary reinstatement within 24 hours of the work completion, a claim of €10 per day or part thereof can be made. If we fail to complete a permanent reinstatement within 20 working days of the work completion, a claim of €50 per week or part thereof can be made.

Commitments apply only to circumstances where clear access to the site and premises has been provided. Reinstatement commitments do not extend to excavations arising from emergency, renewal or unplanned work.

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## Gas supply interruption

We will give at least 2 days notice if we need to interrupt your gas supply due to essential maintenance

On occasion, in carrying out essential planned maintenance work or connecting new customers, Gas Networks Ireland may need to interrupt your gas supply. If this is necessary, we guarantee to give you at least 2 days notice.

If we fail to comply with this guarantee, domestic customers can claim €35 and business customers can claim €130.

Very short supply interruptions and interruptions arising from network faults or third party actions are exempt from this guarantee. We will make every effort to minimise the inconvenience in such cases.

### Additional services to vulnerable customers

For customers listed as vulnerable on the Special Services Register (as nominated by their natural gas supplier), we will offer alternative heating and cooking facilities during planned gas supply interruption or network outage.

If we fail to provide these facilities for any Vulnerable Customer, where gas remains off for more than 8 hours, from the time of gas supply interruption, we will automatically pay a compensation of €35 per day. No customer claim is required.

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## Emergency response

Our aim is that the emergency response person will always arrive on site within one hour of the gas escape report being notified to us

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Gas Networks Ireland's primary objective is to respond to all emergencies as soon as possible.

On notification of an actual or suspected gas escape report, one of our emergency response personnel will be dispatched immediately. Our aim is that the emergency response person will always arrive on site within one hour of the gas escape report being notified to us.

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## Gas supply restoration

We will endeavour to restore gas supply as quickly as possible

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Occasionally faults may occur on our gas network and as a result you may be without a supply of gas. On reporting this to us we will do everything possible to restore your supply quickly.

If we fail to restore your gas supply by the end of the following day after notification, and the fault is a network fault, domestic customers can claim €65 and business customers can claim €130. You can make this claim for each additional 24 hours you are without gas, subject to a maximum of €500 for domestic customers and €1,000 for business customers.

In exceptional circumstances such as extreme weather conditions or extensive disruption to gas supplies, we cannot offer this guarantee but we will always do everything we can to restore supply as soon as possible.

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## Handling complaints

We aim to resolve all complaints within 10 working days

If you are dissatisfied with your experience dealing with Gas Networks Ireland, and would like to register a complaint with us, you can

### Phone our customer service line

on **1800 464 464**

Monday to Friday 8am – 8pm, Sat 9am – 5.30pm

### Write to

**Customer Care, Gas Networks Ireland,  
Networks Services Centre,  
St. Margaret's Road, Finglas, Dublin 11,  
D11 Y895**

**Email us** at [networksinfo@gasnetworks.ie](mailto:networksinfo@gasnetworks.ie)

**Visit** [gasnetworks.ie](http://gasnetworks.ie)

Gas Networks Ireland will contact you by phone within one day of registering your complaint to acknowledge its receipt. We will also contact you within 4 working days of registering your complaint to check on the progress of your issue.

Gas Networks Ireland endeavours to resolve all complaints within 10 working days. However, if your complaint relates to damage to your property or a meter mix-up it may take up to 30 working days from notification of the problem to resolve the issue.

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## Payment guarantee

We aim to resolve all claims or refunds within 10 working days

In respect of requested or notified refund or any validated Charter compensation claim, Gas Networks Ireland will post you a cheque for the appropriate sum within 10 working days.

If we fail to post a compensation or refund cheque within 10 working days, a claim of €35 can be made in respect of failure to meet this standard.

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## General conditions

1. Correct name, address and contact details must be provided by the customer.
2. It is the customer's responsibility to provide clear access to the site/premises and to be available for the appointment to proceed as scheduled.
3. Where payment in advance is required, work will only be scheduled following receipt of payment.
4. Certificates of Conformance must be made available in advance of any meter work (where appropriate).
5. Where excavation is required, timings are subject to Local Authority Road Opening approval and licensing. Local Authorities may prohibit road works on designated routes at certain times of the day or the year e.g. 'Operation Free Flow'.
6. Any payments made under this Performance Commitment are ex-gratia payments made by Gas Networks Ireland for failure to meet the high service standards that we have set ourselves. Payments are made without any admission of legal liability on the part of Gas Networks Ireland.
7. Claims must be made in writing to **Customer Care, Gas Networks Ireland, Networks Services Centre, St. Margaret's Road, Finglas, Dublin 11 D11 Y895**

or via the website [gasnetworks.ie](https://gasnetworks.ie)  
or email [networksinfo@gasnetworks.ie](mailto:networksinfo@gasnetworks.ie)

**N.B. All compensation claims must be made within one month of service failure.**

## Exceptions to guarantees

In exceptional circumstances, we may be prevented from meeting a service commitment. Examples include where we cannot obtain access to a site or premises, extreme or unusual weather conditions, network emergency, major disruption to supplies, action by third parties (such as vandalism), risks to safety or where an action could cause us to break the law.

While we cannot offer guarantees in these cases, we will make every effort to give the best possible customer service.

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## Other customer care information

[Gas Networks Ireland Vulnerable Customer Guide](#)

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[Gas Networks Ireland Customer Complaint Handling Procedure](#)

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[Gas Networks Ireland Disconnection Code of Practice](#)

These documents are available to download at [gasnetworks.ie](https://gasnetworks.ie) in pdf or plain text format.

They are also available in braille and in audio format, please call: **1800 464 464** to request a copy.