



Customer Charter

This Customer Charter is part of our commitment to transparency, fairness, and customer satisfaction. We believe in maintaining the highest standards and look forward to serving you. Thank you for choosing Go Power.

Our Commitment to You

We aim to always deliver a high standard of customer service. We are committed to:

- Ensuring the safety and reliability of your gas supply.
- Addressing your needs promptly and professionally.
- Being transparent about our services, policies, and any disruptions that may affect you.
- Respecting your time and minimizing the impact of any inconvenience.

If you feel that we have failed to meet our guarantees as set out in this document, you may be entitled to a payment of €30 (including VAT).

Customer Service standards

Response Time: Our customer service team is available to assist you and will respond to inquiries within 2 business days. For urgent issues, we aim to provide immediate assistance.

Complaints Handling: If you are not satisfied with our service, we will acknowledge your complaint within 1 business day and provide you with a resolution within 10 business days. Should you not be satisfied with the resolution, we will offer an escalation process.

Refund guarantee: Where we agree that you are entitled to receive a credit for any reason connected with your bill, we guarantee to credit your gas or electricity account within ten business days of agreeing the amount to be paid. If we fail to credit your gas or electricity account within ten business days, you will be entitled to a payment of €30

Proactive Updates: We will keep you informed of any issues affecting your gas supply, including planned outages, service disruptions, or changes to our policies or pricing.

Payment Flexibility: We offer flexible payment options to suit your needs. Should you have trouble in making payments, we encourage you to contact us to discuss payment plans.

Marketing, Advertising & Sign Up

We guarantee that we operate under our code of practice on Marketing & Sign Up. We will communicate with our customers using clear and accurate information. All our correspondence will include our company contact details and will be compliant with all relevant legislative and regulatory requirements. We are committed to ensure that your Sign-Up is conducted on a clear, efficient, transparent and fair manner. We will provide you with clear information on our rates, payment methods and will always provide you with a copy of our terms and conditions document upon sign up. If we fail to meet our commitments in this code, you will be entitled to a payment of €30.

Billing & Disconnection

Transparent Billing: We will issue accurate, easy-to-understand bills for your gas usage. Your bill will clearly show the gas consumption, conversion calculation, applicable rates, taxes, and any other charges. The billing period, date of issue, account code and Gas Point Registration Number (GPRN) or Meter Point Registration Number (MPRN) are always displayed on the bill. Your bill will also outline the read type (actual, estimated, customer read). The Network Provider's Emergency contact details are on the front of our bill.

Meter Readings: We will provide accurate billing based on your actual gas consumption. Where an actual meter reading is not possible, we will base your bill on estimated usage, which will be adjusted when we are able to obtain an actual reading.

Bill Issuance and Delivery: We will send you a bill via the preferred method (email or post) every month.

Billing Queries: If you have any concerns about your bill, please contact us. We will review your query and respond within 2 days, providing you with a clear explanation or adjustment if necessary.

Disconnection for Non-Payment: We understand that there are times when paying your bill may be difficult. If you are unable to pay, please contact us as soon as possible. We are committed to working with you to resolve the issue and avoid disconnection. If your payment is overdue, we will notify you in writing before disconnecting your gas supply. The notice will include information about the overdue balance, any applicable late fees, and options to avoid disconnection. Before disconnecting your service, we will offer you the opportunity to discuss the matter with us, explore payment options, or set up a payment plan. We may also refer you to financial support services if you qualify. Disconnection of supply for arrears is our very last resort. We have published a code of practice on billing and disconnection which details how we will handle customers who have difficulty in paying their bill.

Reconnection Process: If your gas supply is disconnected due to non-payment, we will work with you to reconnect it as quickly as possible once payment or an acceptable payment arrangement is made. Reconnection fees may apply in certain circumstances.

If we fail to meet our commitments as set out in this code, you will be entitled to a payment of €30

Your Rights and Responsibilities

Your Rights: You have the right to a clear explanation of our charges, policies, and the services we provide. You have the right to request information on how to resolve disputes or appeal decisions made about your service.

Your Responsibilities: We ask that you pay your bills on time, keep us informed of any changes to your contact details or personal information, and use the gas supply safely and responsibly.



Complaints Handling

If you are unhappy with any part of our service or wish to make a complaint, we will work to resolve the issue promptly. If necessary, we will escalate the issue to a higher level of management. Should the issue not be resolved to your satisfaction, you have the right to escalate the complaint to the relevant regulatory authority. You can contact the CRU, on T: 1800 404 404 E: customercare@cru.ie Post: The Customer Care Team, Commission for Regulation of Utilities, P.O. Box 11934, Dublin 24

We have published a code of practice on complaints handling which details our commitments and procedures for resolving customer complaints. If we fail to meet our commitments outlined in this code, you will be entitled to a payment of €30.

Customer Support Contact Information

Our customer service team is here to help you. You can reach us via:

- **Phone:** 042 969 2172
- **Email:**
support@gopower.energy
- **Website:** www.gopower.ie

Our Codes of Practice supporting this Customer Charter include:

- Marketing & Customer Sign-Up
- Complaint Handling
- Billing & Disconnection

Emergency reporting

Gas Networks Ireland provide the emergency response service for all gas users. Gas Networks Ireland 24hour emergency: **1800 20 50 50**

ESB Networks provide the emergency response service for all electricity users. ESB Networks Ireland 24hour emergency: **1800 372 999**

