

General Terms and Conditions for the supply of electricity &/or gas by Airtricity Limited to domestic premises in the Republic of Ireland.

1. Definitions, Explanation and Interpretation

1.1 Please refer to this section for our definitions and explanation of terms used throughout this document.

"Address": the address(es) at which Supply Point(s) is/are located;

"Agreement": the agreement for the supply of electricity and/or gas between you and us consisting of the application you've either signed or agreed on the telephone or on-line, these terms and conditions and any list of current Charges;

"Charges": means the amount(s) payable by you for:

- (a) the supply of Energy by us;
- (b) any costs associated with the supply of Energy by us; and
- (c) any Pass Through Charges;

"Dual Fuel Customer": means a customer which has entered into an agreement for the supply of electricity and gas with us to the Address;

"Electricity Distributor": the licensed operator of the electricity distribution network system through which electricity is supplied to you;

"Energy" means gas and/or electricity as applicable;

"Equipment": meters, pipes, conduits, electrical and/or gas plant, electric and/or gas lines and all other apparatus between the electricity distribution network or the Gas Distribution System (as appropriate) and the Address (up to and including the meter) to deliver, measure and control Energy at the Supply Point(s);

"Gas Distribution System": means the Gas Transporter's Agent's gas distribution system to the Supply Point(s);

"gas emergency response service": means the Emergency Response Service designated by the Regulator and operated for the purposes of receiving and responding to reports of actual or suspected gas emergencies including suspected leaks or explosions;

"gas network emergency": means an emergency endangering persons and/ or property and arising from a deviation in gas pressure or gas quality in the network or any part of the network;

"Gas Transporter": means Gaslink Limited of 6 Lapps Quay, Cork, which has been appointed as the Regulator as the licensed operator of the Gas Distribution System through which gas is transported to you;

"Gas Transporter's Agent": means the networks business of Bord Gais Eireann, Gasworks Road, Cork, acting as agent for and on behalf of the Gas Transporter (and its successors and assigns);

"GCA": means the Gas Transporter's terms and conditions under which a connection to the Gas Distribution System is provided and which sets out the main commercial terms for the connection of loads to the Gas Distribution System. Titled "Gaslink, BGN Terms and Conditions for Gas Users at Non Daily Metered (NDM) Offtake Points" for NDM Customers or the "LDM/DM End User Operational Agreement" for DM customers, as updated and approved by the Regulator from time to time;

"National Gas Emergency Manager": means the person designated as such by the Regulator who manages a gas network emergency;

"our": belonging to Airtricity Limited;

"Pass Through Charges" means any applicable third party costs, charges, tax, duty, levy, tariff or any government imposed charge, relating to the supply and distribution of Energy to the Supply Point(s) including, but not limited to, transportation and distribution use of system charges by the Electricity Distributor or Gas Transporter (as applicable) and VAT;

"Prices" the current prices for the supply of Energy and any standing charge(s), as such prices and charges may be amended from time to time;

"Regulator" means the Commission for Energy Regulation (or any other competent successor body or authority);

"SCA": means the Electricity Distributor's standard connection agreement titled "Conditions for Connection to the Distribution System", as updated and approved by the Regulator from time to time;

"special services customers" means customers who are of pensionable age (aged 66 and above), hearing, sight or mobility impaired or as defined by the Regulator from time to time;

"Start Date": means, in respect of each Supply Point at the Address, the date(s) that we tell you that the supply of Energy will start or as soon as possible thereafter;

"Supply Point" means the point(s) at which the flow of electricity or gas supplied by us is metered;

"we" and "us": Airtricity Limited and/or our permitted successors and assignees; and

"you": you, the customer with whom we've entered into this Agreement.

1.2 The headings in this Agreement are for your guidance only so do not affect the interpretation.

1.3 We shall not be required to keep or preserve the original documentation pertaining to or arising out of any Agreement (including the Agreement itself) but may keep copies of the same by using any electronic method of storing information and a legible copy or a recorded electronic audio file (as appropriate) of any such information so preserved shall be considered a true record thereof.

2. Energy Supply

2.1 We'll supply Energy (and provide (or procure that a third party provides) any services associated with the supply of Energy) to the Supply Point(s) at the Address from the Start Date until termination if:

- a) we have authorisation under our electricity and/or gas supply licence;
- b) we agree to accept you as our customer under this Agreement; and
- c) the transfer of your supply(ies) to us is/are successfully completed.

2.2 You shall allow your Electricity Distributor and/or Gas Transporter and/or the Gas Transporter's Agent or the gas emergency response service, access to the Address, at all reasonable times and at any time in an emergency. This is so they can inspect, install, operate, calibrate, replace, maintain, repair, renew, reset, remove and disconnect Equipment for any purpose under this Agreement (including taking readings).

2.3 You're responsible for making sure the Equipment is protected and kept in safe condition. You must let us or the Electricity Distributor or the Gas Transporter's Agent (as appropriate) know immediately if the Equipment is interfered with or damaged.

2.4 If anyone else at the Address uses the Energy supplied to the Supply Point, you'll be responsible for their use of the electricity and/or gas and you'll be responsible for paying any Charges incurred and any other appropriate or associated charges incurred from time to time.

3. Change of Supplier

3.1 If we take over the supply of Energy:

- a) provided that we have obtained your express consent, you allow us to ask for information about your consumption history in relation to your previous Energy supply; and
- b) you will give us an Energy meter reading for the Start Date or allow us to obtain an actual meter reading at the premises.

4. Price and Payment

4.2 If you're a Dual Fuel Customer and you move your electricity supply to another supplier but we continue to supply you with gas, we may charge you our gas only price (which may be different to the dual fuel gas price) from the date that your

electricity supply has moved to that other electricity supplier.

4.3 If you're a Dual Fuel Customer and you move your gas supply to another supplier but we continue to supply you with electricity, we may charge you our electricity only price (which may be different to the dual fuel price) from the date that your gas supply has moved to that other gas supplier.

4.4 The Electricity Distributor or the Gas Transporter's Agent (as applicable) is responsible for reading the meter at the Supply Point(s) on our behalf. Meter readings will normally be assumed to be correct. Where we believe the meter readings are inaccurate or they're not available we'll make a reasonable estimate and send you a bill or statement. If you or we discover that any meter reading has been inaccurate or omitted, or the readings have not been converted into Charges correctly, we shall either debit your account in a subsequent bill or statement if you owe us money or we shall credit your account in a subsequent bill or statement in respect of any money that is due to you (as appropriate).

4.5 We'll send you regular bills and/or statements which will set out separately the Charges and will identify the amount payable by you. You must pay the amount due in full by the due date set out in your bill or statement without deduction or set off and part payment won't release you from your obligation to pay.

4.6 If any payments are late we may charge you (i) interest at the rate of 3% per annum above the current European Interbank Overnight Rate and (ii) reasonable costs of trying to recover overdue payments. We may charge you for the costs of collecting late payments, which may include, but is not limited to:

- (a) where we visit your Address; or
- (b) where your bank returns a cheque to us unpaid, or rejects a direct debit, because there is not sufficient money in your bank account; or
- (c) any third party costs that we incur in recovering or collecting the late payment.

4.7 If you disagree with the Charges, you must pay the undisputed amount and any further bills/statements issued. Once the dispute is settled or closed, you must pay any amount that is still owed if the Charges were correct in your next bill or statement or we'll adjust your account accordingly in your next bill or statement if the Charges were not correct.

4.8 If you pay us any amounts under this Agreement, we'll apply the sum received against the Charges in the order in which they became due and we'll credit or debit your account with any balance (if any) in your next bill or statement.

4.9 You must pay us by one of the methods agreed by us. If you don't provide or you withdraw a direct debit instruction or you do not pay by one of the payment methods agreed by us (as appropriate), we may change the frequency of your bills and alter the Prices accordingly and we may require you to pay a security deposit. Some of our tariffs are calculated based on estimated consumption over a 12 month (or shorter) period. If you pay an equal amount each month for your Energy by direct debit or by any other payment method agreed by us (as appropriate), we may change the monthly amount payable by you and/or the number of months for which you will pay the equal amount following (for example) a review of your actual Energy usage or change in the Charges. You will be liable for any costs associated with this following recalculation of your bills or statements.

4.10 If you make an appointment with us or through us in connection with your Energy meter(s) and cannot keep it, you must give us as much advance notice of the cancellation as reasonably possible and you may be charged for the appointment if we incur any cost in respect of your failure to keep the appointment.

- 4.11 If you dispute the accuracy of your Energy meter(s) and if it is tested at your request by the Electricity Distributor or the Gas Transporter's Agent (as applicable) you'll be required to pay a standard charge for the test. If the relevant meter is found to be inaccurate then you'll receive a refund of this cost and we'll adjust the applicable Charges as appropriate. In the event of a meter ceasing to register or of reasonable evidence indicating that a meter is or may be registering erroneously, then such meter shall be replaced by the Electricity Distributor or the Gas Transporter's Agent (as appropriate) and your average daily consumption shall subsequently be ascertained through the replacement meter for a reasonable period and we may then bill you for this in accordance with clause 4.3.
- 4.12 Except in the case of emergency under clause 15 or 16, if we (or the Electricity Distributor and/or Gas Transporter's Agent) de-energise, re-energise, lock, unlock, disconnect or reconnect your Energy supply or arrange for your meter to be repositioned you might be charged for this.
- 4.13 If your chosen pricing structure is incompatible with your existing meter, we'll be happy to arrange for your meter to be reprogrammed and/or replaced and you might be charged for this.
- 4.14 If you request a visit to the Address to check the Equipment you might be charged for this.
- 4.15 Pipework from the Equipment into your Address and your appliances connecting to it are your responsibility. Neither us, the Gas Transporter, the Gas Transporter's Agent nor the Electricity Distributor accepts any responsibility for maintaining these.
- 4.16 We may vary the Prices and pass through any variation to the Pass Through Charges at any time provided that we have informed you either by the publication of an advertisement in any national daily newspaper or by sending written notice of the change to you in the post or by emailing you. Any such advertisement or notice will state the date from which the change is to become effective. Up to date information on our Prices and Pass Through Charges may either be found on our website www.airtricity.com, or by writing to us at Customer Service Department, Airtricity, Airtricity House, Ravenscourt Office Park, Sandyford, Dublin 18 or by emailing us at customerservices@airtricity.com.
- 4.17 If you have an account with us at other premises, we may transfer any credit or debt between your accounts in order to recover any money you owe us.
- 4.18 From time to time, we may (in our sole discretion) offer certain specified categories of customers (which may or may not include you) special tariffs for a certain period of time to be determined by us in our sole discretion.
- 4.19 For the avoidance of doubt, we are not required to notify you of any special tariffs introduced by us from time to time in accordance with clause 4.17 and we shall have no liability to you in the event that you have not availed of any special tariff offered by us from time to time in accordance with clause 4.17. In the event that you are not on a special tariff or you have chosen the incorrect tariff for you, we will not be held accountable for this or any charging that has occurred due to you not being on a special tariff or your incorrect selection.
- 4.20 If your Energy consumption is in excess of what we deem (acting reasonably) to be appropriate for a domestic customer, we will notify you of this and we may change you to an alternative tariff that would be more appropriate for your consumption.
- 5. Security Deposit / Prepayment meter for Energy**
- 5.1 We may request a security deposit from you in advance of the provision of the Energy supply. During the term of supply we may increase an existing security deposit or request a new security deposit from you if:
- you don't meet our credit criteria; or
 - you fail to pay or are late in paying any amount due to us (including, but not limited to, the security deposit requested by us); or
 - as a result of your conduct.
- Provided that we have complied with our Code of Practice on Bill Payment in connection with disconnection, we may disconnect your supply and recover from you any costs reasonably incurred and you will be required to pay us the cost of disconnection and of subsequent reconnection (if any) in the event that our criteria are not met.
- 5.2 In addition to any rights we may have under this Agreement, any security deposit held may be used to offset any unpaid monies due to us.
- 5.3 The security deposit may be refunded if you pay the Charges by direct debit.
- 5.4 The security deposit shall be refunded upon finalisation of your Energy account with us, taking into account any unpaid Charges.
- 5.5 (Where applicable), if you use a prepayment meter, it is your responsibility to look after the key and/or plastic card or other device for payment, keeping it clean, safe and free from damage. You may be charged for replacement keys/cards.
- 5.6 If you experience any difficulty in paying the amounts due to us under this Agreement please contact us immediately so that we can provide advice, and where appropriate, agree a payment plan, or other arrangements with you. You may contact us by writing to us at Customer Service Department, Airtricity, Airtricity House, Ravenscourt Office Park, Sandyford, Dublin 18, by emailing us at customerservices@airtricity.com or by phoning us on 1850 40 40 70.
- 6. Termination**
- 6.1 This Agreement may be terminated by you (by writing to us at Customer Service Department, Airtricity, Airtricity House, Ravenscourt Office Park, Sandyford, Dublin 18, by emailing us at customerservices@airtricity.com or by phoning us on 1850 40 40 70):-
- on the day requested by you, provided that:
 - on the day of termination, either another supplier has already started to supply Energy to the Supply Point(s) or the Supply Point(s) has/have been locked or de-energised by the Gas Transporter's Agent or the Electricity Distributor (as appropriate) and the supply of Energy to the Supply Point(s) has/have been discontinued; and
 - if we agree (where permitted) that no monies remain outstanding from you; or
 - on the date you no longer own or occupy the Address, provided you give us at least 7 days' prior notice and you give us a meter read for the day of termination. Otherwise the supply of Energy at any Supply Point will terminate on the date that a confirmed meter read is obtained at the Address and (as the context requires):
 - Energy is supplied to the Supply Point(s) by another registered supplier; or
 - a new account is opened by a new customer at the Address; or
 - the Supply Point(s) has/have been locked or de-energised by the Gas Transporter's Agent or the Electricity Distributor (as appropriate) and the supply of Energy to the Supply Point(s) has/have been discontinued.
- 6.2 If you don't give the necessary notice under clause 6.1 or the Agreement has not otherwise been terminated under clause 6.1 or otherwise you do not give us notice to terminate, you'll remain liable for all amounts due under this Agreement until the date of termination (which has been agreed by us (acting reasonably)).
- 6.3 Provided that we have (where applicable) complied with our Code of Practice on Bill Payment (in connection with disconnection), we may end this Agreement by written notice if:
- you're in material breach of this Agreement (including, but not limited to, your failure to pay any Charges due under the Agreement); or
 - we've been unable to install a prepayment meter; or
 - you haven't paid a security deposit when requested; or
 - we give you 14 days' notice of our intention to terminate this Agreement; or
 - we've good reason to suspect fraud or money laundering; or
 - we've good reason to believe the information you've given us is false or misleading;
 - you're the subject of insolvency or bankruptcy proceedings; or
 - we're unable to provide you with a supply of Energy; or
 - the continuation of the supply of Energy to the Address is no longer economically viable; or
- If we end this Agreement pursuant to clause 6.3(a), (b), (f), (g) or (h) inclusive above, we may recover any reasonable charges incurred in discontinuing the supply.
- 6.4 This Agreement shall terminate without notice if the Regulator gives a last resort supply direction to another Energy supplier to supply the Supply Points, and the Agreement will terminate on the date that the direction takes effect.
- 6.5 If either we or you fail to fulfil any obligations under this Agreement (other than payment obligations) because of an event or circumstance outside its reasonable control, that failure will not be a breach of this Agreement for the duration of that event or circumstance.
- 6.6 The Electricity Distributor and the Gas Transporter are responsible for the quality of the supply of Energy to you and its continuity. Accordingly, we shall not be liable for the quality and continuity of your Energy supply which are outside our reasonable control.
- 6.7 The termination of this Agreement will not affect the rights and obligations of either party existing before such termination.
- 7. Transfer of Information**
- Provided that you have given us your consent, we may transfer any information in connection with your Energy supply (ies) to/from the Electricity Distributor, the Gas Transporter, and/or Gas Transporter's Agent (as applicable).
- 8. Assignment**
- 8.1 This Agreement is personal to you and you may only transfer it to someone else with our agreement.
- 8.2 We may, without your agreement, assign or transfer all or any part of our rights and subcontract any of our obligations under this Agreement to a party that holds the necessary authorisation(s). Your rights under Clause 6.1 won't be affected.
- 8.3 On assignment or transfer, we may hand over your security deposit and any interest in same to the party mentioned in Clause 8.2 or refund it to you.
- 9. Variation**
- On giving you prior notice, we may vary the terms and conditions for the supply of Energy in this Agreement subject to approval by the Regulator of the new terms and conditions. If we vary the terms and conditions, we'll publicise the variation in accordance with the electricity and/or gas supply license(s) which may include a notice on our website and/or a message on your bill/statement. An up to date copy of our terms and conditions can be found on our website www.airtricity.com. A change to the terms and conditions does not affect your right to be able to terminate this Agreement under clause 6 if you do not accept any variation of the terms and conditions for the supply of Energy.
- 10. Enforcement of Rights**
- 10.1 We can enforce any rights and obligations under this Agreement even if there is a delay in doing so.
- 10.2 If this Agreement is found to be unenforceable

in whole or in part by any court of law or other regulatory or competent body, this will not affect any other part of this Agreement.

11. Limitation of Liability

- 11.1 We don't limit or exclude liability for death or personal injury caused by our negligent acts or omissions.
- 11.2 We'll only be liable for loss or damage which is a reasonably foreseeable consequence of our breach of this Agreement up to a maximum liability of €120,000 in any calendar year. Neither you nor us will be liable to the other for any loss or damage which is indirect, consequential, economic or financial including loss of profit, revenue, goodwill, business, contract or wasted expenses as a result of the sale or supply of Energy or in connection with this Agreement.
- 11.3 We will not have any liability howsoever arising in respect of, or in connection with, any failure of the services provided by, or any acts or omissions of, the Electricity Distributor, the Gas Transporter or the Gas Transporter's Agent.

12. Notices

- 12.1 Notices required under this Agreement will be in writing and will be sent by post or by e-mail or will be published on our website or by a notice published in any national daily newspaper. Any notices sent by post will be sent to the billing address or any other address (as the case may be) notified by you to us. Any notices sent by e-mail will be sent to the e-mail address notified by you to us (if any). We'll assume you've received posted notices within 5 working days after posting and electronic notices on the same working day as we send it unless we receive evidence to the contrary.

13. Use of Personal Information

- 13.1 Information you provide or we hold may be used by us, our employees and/or our agents, including companies within the Scottish and Southern Energy Group (which Airtricity Limited is part of) to help:
- identify you when you call;
 - detection and prevention of crime, fraud and loss;
 - administration of accounts, services and products; and
 - contact you in writing and/or by phone and/or by email with information about other services and products offered by us and/or our carefully selected partners where you have consented. Any such contact will be in accordance with our Code of Practice on Marketing. For more information on our Codes of Practice, see clause 18.
- 13.2 Information can be shared between us and third parties who provide and/or receive services in relation to this Agreement in order to fulfil our obligations.
- 13.3 We may carry out credit and fraud prevention checks with licensed credit reference and fraud prevention agencies and they'll retain a copy of the search. Information from your application and payment details of your account may be recorded by these agencies and may be shared with other organisations to help make credit and insurance decisions about you and members of your household and for debt collection and fraud prevention purposes.
- 13.4 We may monitor or record telephone calls, to help improve our customer service, for security purposes, for administering your account and for debt recovery purposes.
- 13.5 Upon payment of a fee and by written request to the Data Protection Officer, Airtricity Limited, Airtricity House, Ravenscourt Office Park, Sandyford, Dublin 18, you are entitled to a copy of the personal data held about you by us. You also have the right to require us to correct any inaccuracies in your information.
- 13.6 We will comply with our obligations under any applicable data protection legislation.

14. Governing Law

- 14.1 This Agreement shall be governed by Irish law. Any disputes arising under this Agreement (other than, for the avoidance of doubt, those disputes that are being dealt with by us in accordance with our Code of Practice on Complaint Handling) shall be dealt with by the Irish courts.

15. Emergencies and Safety - Gas

- 15.1 In the event of and for the duration of a gas network emergency or in the case of an escape, or suspected escape, of gas:
- we may at the request of the National Gas Emergency Manager, the Emergency Response Service or the Gas Transporter's Agent discontinue the supply of gas to the Supply Point(s); and
 - you must refrain from using gas immediately upon being told by us or by the Gas Transporter's Agent or the National Gas Emergency Manager that you should do so or otherwise if the use of gas becomes a health and safety risk or is likely to damage people or property.
- 15.2 If you suspect or are aware of a gas leak you must immediately call the Gas Emergency Number 1850 20 50 50. You'll also find this number printed on all gas or dual fuel (gas and electricity) bills and/or statements.
- 15.3 We will, in so far as is practicable, take steps to inform you of any change in the details of the Emergency Response Service before such change becomes effective. In any event the up-to-date information about this service will be displayed on our website www.airtricity.com, or may be obtained by writing to us at Customer Service Department, Airtricity, Airtricity House, Ravenscourt Office Park, Sandyford, Dublin 18 or by emailing us at customerservices@airtricity.com.

16. Emergencies and Safety - Electricity

- 16.1 In the event of any incident that either causes danger or requires urgent attention regarding the supply or distribution of electricity or affects or is likely to affect the maintenance, availability and quality of service of the electricity distribution network:
- we may at the request of the Electricity Distributor discontinue the supply of electricity to the Supply Point(s); and
 - you must refrain from using electricity immediately upon being told by us or by the Electricity Distributor that you should do so or otherwise if the use of electricity becomes a health and safety risk or is likely to damage people or property.
- 16.2 If you suspect or are aware of any incident involving any of the matters described in clause 16.1 or otherwise you have a concern that there may be an emergency involving electricity you must immediately call the emergency contact number on 1850 372 999.
- 16.3 You'll also find this number printed on all electricity or dual fuel (gas and electricity) bills and/or statements.
- 16.4 We will, in so far as is practicable, take steps to inform you of any change in the details of the emergency contact number before such change becomes effective. In any event the up-to-date information about this service will be displayed on our website www.airtricity.com, or may be obtained by writing to us at Customer Service Department, Airtricity, Airtricity House, Ravenscourt Office Park, Sandyford, Dublin 18 or by emailing us at customerservices@airtricity.com.

17. Terms of Connection

- 17.1 In consideration of being connected to the relevant distribution system it is a condition precedent to a supply from us to you under this Agreement that you have a SCA and/or a GCA and you hereby accept and agree to be bound by and keep to its or their (as appropriate) conditions as amended from time to time by the Electricity Distributor and/or Gas Transporter (and approved by the Regulator). The SCA and GCA are legal agreements. Each one sets out rights and duties in relation to the connection at

which the Electricity Distributor or Gas Transporter (as appropriate) delivers Energy to, or accepts Energy from, your Address.

- 17.2 The Electricity Distributor may deem that a SCA in the name of a previous occupant of the Address shall apply to you. In that case, you do not need to enter into a new SCA but you must keep to the conditions of the existing SCA. If you want a copy of the SCA or have any questions about it, please contact your Electricity Distributor or visit their website.
- 17.3 You may obtain a copy of the relevant GCA from the Gas Transporter at www.gaslink.ie and www.bge.ie/networks or by contacting the Gas Transporter's Agent at 1850 20 06 04.
- 17.4 A GCA, is entered into between you and the Gas Transporter's Agent, acting as the agent for and on behalf of the Gas Transporter as and from the date of this Agreement. You agree that we may give your information to the Gas Transporter and the Gas Transporter's Agent for the purposes of connecting you to, and operating, the Gas Distribution System and for the purposes of the GCA. Any gas meter supplied to you shall remain the property of the Gas Transporter's Agent and may be removed or disconnected by the Gas Transporter's Agent in the following circumstances:
- under instruction of your gas supplier;
 - for safety;
 - suspected interference reasons; or
 - there is no active gas supplier at the Address.
- 17.5 A SCA, is entered into between you and the Electricity Distributor. You agree that we may give your information to the Electricity Distributor for the purposes of connecting you to, and operating, the electricity distribution network and for the purposes of the SCA.

18. Customer Charter and Codes of Practice

- 18.1 We have a customer charter which is approved by the Regulator that sets out our commitments to you as a customer in relation to levels of service that you can expect from us. The customer charter can be found on our website at www.airtricity.com or by writing to us at Customer Service Department, Airtricity, Airtricity House, Ravenscourt Office Park, Sandyford, Dublin 18 or by emailing us at customerservices@airtricity.com to obtain a free copy.
- 18.2 Our customer charter sets out our services for priority support customers (customers who are reliant on electrical home medical equipment, both life supporting and non life supporting) and special services customers and also contains details on how to join the industry register if you are a priority customer or a special services customer. If you wish to be treated as a special services customer, you must give us the necessary information that we require to compile this register and we agree that we will not disclose this information except to the Electricity Distributor or the Gas Transporter (as appropriate) who require the information to perform certain services for you and in accordance with these terms and conditions and the law.
- 18.3 The customer charter also contains details of our complaints handling procedure should you need to use this at any stage. Details of how to contact us can be found on our website www.airtricity.com or you can write to us at Customer Service Department, Airtricity, Airtricity House, Ravenscourt Office Park, Sandyford, Dublin 18 or you can email us at customerservices@airtricity.com.
- 18.4 We have Codes of Practice covering the following areas: Complaint Handling, Marketing, Bill Payment, Pre Payment Metering, special services customers and priority support customers which set out the way we do our business in each of these areas and the services and levels of service you can expect.