



## Payment methods

### Direct Debit

You can set up Direct Debit through your online account at [bordgaisenergy.ie/sign-in](http://bordgaisenergy.ie/sign-in) or by calling our customer service team **01 611 01 33**.

### Online

To make an online payment using your credit or debit card, please visit [bordgaisenergy.ie](http://bordgaisenergy.ie).

### 24h telephone payment service

You can pay with your bank debit or credit card by calling our customer service number.

### Cash

At any retail outlet where you see Payzone or PostPoint signs. You can pay your bill in full. Please have your bill with you.



**Please allow 5 working days for payments to appear on your account.**

## Energy efficiency

For information on energy efficiency measures, comparative consumption profiles and specifications for energy using equipment please visit the Sustainable Energy Authority of Ireland at [www.seai.ie](http://www.seai.ie) or tel: 01 808 21 00.

For independent consumer advice visit Competition and Consumer Protection Commission at [www.cpc.ie](http://www.cpc.ie)

## Changing Plan

You may get a better deal or more suitable bundled offer by changing plans, either with us or with another supplier. To check what's available to you visit [bordgaisenergy.ie](http://bordgaisenergy.ie). You can change from a fixed term plan without an exit fee once you've come to the end of your existing contract. See [www.cru.ie](http://www.cru.ie) for information on accredited price comparison sites.

## Overdue accounts & arrears

If you are having difficulty paying your bill, please contact us immediately by calling our customer service team so that we can discuss this with you.

Your gas supply may be withdrawn if your account is in arrears. Payment terms are 14 days from date of bill issue. If a disconnection is issued, you'll need to pay the full amount of arrears, in addition to disconnection and reconnection charges to have your service re-connected.

Tel: 01 611 01 92

9am - 5pm / Monday - Friday

## Moving premise / Account closure

If you're planning on moving premises or closing your account, please call us on 01 611 01 33 at least 28 days in advance and we'll help you make the necessary arrangements.

You'll need to provide us with your final meter reading, a forwarding address for your final bill and contact details for the landlord or the new occupier.

If you can't provide a final meter reading you can agree an estimated reading with us or provide Gas Networks Ireland with access to your meter to lock it before we can issue you with your final bill.

If you can't meet these requirements, you may be charged a special administration fee in order to close your account.

Please note that you remain liable for all gas consumed until you provide/agree a meter reading or the gas supply to the premises has been turned off.

## Customer information

Terms and conditions of gas supply apply and your acceptance of these is a condition of continued supply. We have codes of practice covering billing and disconnection, marketing and advertising, sign-up and handling customers' complaints. To obtain a copy of the terms and conditions of supply, customer charter or codes of practice please see [bordgaisenergy.ie/resources/codes-customer-charter](http://bordgaisenergy.ie/resources/codes-customer-charter) or contact our customer service team.

## Your energy consumption comparison

The 12 month consumption comparison graph on the front of your bill shows the amount of electricity you have used with Bord Gáis Energy (in kWh) over the past 12 months and the previous 12 months. The amounts are based on actual and/or estimated readings. You can request up to 3 years' worth of your consumption data from us. Please contact us using the details shown.

## Submit a meter reading

To submit a reading, please have your meter reading and GPRN number from the top right hand side of your bill to hand and call Gas Networks Ireland.

Tel: 1800 427 732

Web: <https://www.gasnetworks.ie/business/business-gas-meter/submit-meter-reading/>

## Carbon tax

The 2010 Finance Bill introduced a carbon tax to be applied to mineral oils, natural gas and solid fuels supplied for combustion in Ireland. From 1 May 2024 the tax for natural gas is derived from the rate of €56.00 per tonne of Carbon Dioxide (CO2) emitted and applies to your gas bill at a rate of €0.01013/kWh (ex. VAT). For further details see [www.finance.gov.ie](http://www.finance.gov.ie)

## Abbreviations

GPRN	Gas Point Registration Number – a unique number used to identify a connection to the gas network
AC Band	Annual Consumption Band – a letter associated with your estimated annual gas usage. The bands are set out below:
A	Less than 6,000 kWh
B	6,000 kWh to 23,500 kWh
C	23,500 kWh to 73,000 kWh
Y	73,000 kWh to 750 mWh
Z	750 mWh to 5,500 mWh

## Gas Networks Ireland contact

**24 hour Gas Emergency service line**  
Tel: **1800 20 50 50**

To request new connections, alterations to the gas service or meter position  
Tel: **1800 464 464**

## Complaints

To register a complaint with Bord Gáis Energy, please use the following options:  
Tel: 01 611 01 33  
Email: [businessdirect@bordgais.ie](mailto:businessdirect@bordgais.ie)  
Address: Customer service,  
Business Gas  
Bord Gáis Energy  
PO Box 10943, Dublin 2

## Commission for Regulation of Utilities

If you have been through the Bord Gáis Energy complaint procedures and feel your complaint has not been resolved to your satisfaction you may refer this to: Commission for Regulation of Utilities, Customer Care Team, The Exchange, Belgard Square North, Tallaght, Dublin 24, D24 PXW0  
Tel: 1800 404 404/customercare@cru.ie

### Getting in touch

Please ensure you have your account number ready when you call us. We can only discuss gas account information with the account holder.

For help visit us at [bordgaisenergy.ie/business/help](http://bordgaisenergy.ie/business/help) or submit your questions at [bordgaisenergy.ie/contact-us](http://bordgaisenergy.ie/contact-us) and we'll respond within 48 hours.

### Customer service

01 611 01 33

### Overdue & arrears

01 611 01 92

### Web

[bordgaisenergy.ie](http://bordgaisenergy.ie)

### Customer service

Business gas  
Bord Gáis Energy  
PO Box 10943, Dublin 2

### Deaf or hard of hearing customers

Contact us via "Live Chat" on our website or "Have a Question?" form on our website or on social media (Facebook or Twitter @BordGaisEnergy) – Monday to Friday 8am to 5pm