



Electricity Supply Board

Clanwilliam House, Clanwilliam Court, Lower Mount Street, Dublin 2.
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Mrs. Fay Geitona,
CEER Secretary General.

2nd December 2009.

CONSULTATION PAPER: E09-CEM-26-03

Draft Advice on Customer Complaint handling, Reporting and Classification

Dear Mrs. Geitona,

ESB Customer Supply (ESBCS) is pleased to respond to the ERGEG Public Consultation on customer complaint handling, reporting and classification. We support the advice proposed in relation to all of the 15 recommendations in the consultation paper and confirm that most are already in operation within the Republic of Ireland. The recommendations are divided between those for Service Providers/DSO's and Third Party Providers. As an Electricity Supplier our response is framed around the 7 recommendations relating to Service Providers.

Recommendations to Service Providers

1. Customer should be provided, on their bills, with the contact details of the service provider's customer service.

ESBCS already complies with this recommendation.

2. Customers should be provided with the relevant contact information of the relevant third party body if they wish to complain.

ESBCS already complies with this recommendation – Commission for Energy Regulation (CER) Customer Service details are specified on our bills and on our website.

3. To submit a complaint a wide range of channels should be available.

ESBCS already complies with this recommendation - customers are given details of our telephone contact numbers, and our postal/e-mail addresses on our bills. This information is also provided on our website.

4. Statutory complaint handling standards common to electricity and gas service providers should be in place.

Statutory Instrument 60 2005 Part 8 'Public Service Obligations and Consumer Protection' covers electricity statutory requirements in the Republic of Ireland. CER approved Customer Charters and Codes of Practice were formally publicly launched by all Energy Suppliers in March 2007.

5. Redress schemes should be in place to allow compensation in defined cases.

ESBCS Customer Charter including a facility for redress payments has been in place for many years. Our Customer Charter was updated, approved by CER and re-launched in March 2007. Copies are available on demand and details are also available to view on our website.

6. Service providers should follow the alternative dispute settlement body's recommendations.

ESBCS abides by CER adjudications/decisions.

7. When a regulator deems it appropriate to receive data on customer complaints, the service provider should give the regulator access to the data.

ESBCS has a formal process in place with CER, whereby they can request information through our Advocacy Manager who arranges for the relevant business line manager to prepare a report on the individual complaint, which is then forwarded to the CER Energy Customer's team.

In November 2008 CER held a supplier workshop to determine the format of a complaints report which would be submitted regularly by suppliers and each supplier made submissions regarding the report format. Work on this is ongoing.

As outlined above, almost all of the ERGEG recommendations relating to Service Providers are currently in place by ESBCS. If you require any clarification on any of the above please contact me.

Yours sincerely,

Gerry McDonald,
Regulatory Affairs,
ESB Customer Supply.
