

Account number:

Your plan: Standard Price Plan

Contract end date:

GPRN: 0953218

AC Band: B

Hello, this is your natural gas bill

Gas usage

Supply Address:

Your energy consumption comparison (see back)

Previous 12 months usage

Most recent 12 months usage

Average residential customer

Total due

Due on

You do not need to do anything as this will be taken by Direct Debit

Your bill breakdown



Standing Charge 0.331 for 66 days

Unit Rate 0.1025 for 351 kWh

Carbon Tax 0.01013 for 351 kWh

Gas Affinity Discount
16%

Total Discounts

VAT @ 9%

Total Including VAT

Previous bill

Payment received

Total

Amount

Your meter reads & consumption

Last bill	Current bill	Units	Conversion factor	Gas used (kWh)
E728	A759	31 m ³	11.3149	351

A - Actual reading taken from your meter

C - Customer reading which you have provided

E - Estimated meter reading



Payment methods

Direct Debit

You can set up Direct Debit through your online account at bordgaisenergy.ie/sign-in or by calling our customer service team 01 611 01 01.

Online

To make an online payment using your credit or debit card, please visit 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 or make a part payment to a suggested minimum of €20. Please have your bill with you.



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 or tel: 01 808 21 00.

For independent consumer advice visit Competition and Consumer Protection Commission at 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, log into your online account or visit bordgaisenergy.ie for our latest offers. 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 for information on accredited price comparison sites.

Overdue accounts & arrears

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

Your gas supply may be withdrawn if your account is overdue. Fees will be incurred should supply be withdrawn.

Moving home

On the day you are moving out* and to ensure you are only charged for the time you're in the property you just need to provide us with the following and we'll take care of the rest:

1. Your account number and GPRN
2. Your forwarding address
3. Contact details for the landlord or the new occupier
4. A meter reading

If you are unable to take a meter reading:

- We can close your account on an estimated reading.
- This is not guaranteed to be accurate and you will be liable for any additional charges once a reading has been taken.

You will remain liable for the gas used until you provide/agree a meter reading or Gas Networks Ireland has been given access to read and de-energise the meter.

*The earliest we can close your account is two days before you move out.

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, vulnerable customer register, smart metering, pay as you go metering 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 or contact our customer service team.

Complaints

To register a complaint with Bord Gáis Energy, please use the following options:

Tel: 01 611 01 01
Address: Customer service,
Natural Gas
Bord Gáis Energy
PO Box10943, 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/customer@cru.ie

Meter readings

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:

Web: www.gasmeterreading.ie

Home care

To arrange a boiler service or repair:

Tel: 01 611 01 45

Email: boilerservices@bordgaisenergy.ie

Web: bordgaisenergy.ie/services

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 2025 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

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 details

24 hour Gas Emergency service line

Tel:

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

Your energy consumption comparison

The 12 month consumption comparison graph on the front of your bill shows the amount of gas you have used with Bord Gáis Energy (in kWh) over the most recent 12 months and the previous 12 months. The amounts are based on actual and/or estimated readings. The bottom bar shows you the consumption of an average residential user over a 12 month period. Average annual consumption values are set by the CRU at 4,200 kWh for electricity and 11,000 kWh for gas. You can request up to 3 years' worth of your consumption data from us. Please contact us using the details shown.

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/home/help or submit your questions at bordgaisenergy.ie/contact and we'll respond within 48 hours.

Customer service 01 611 01 01
01 611 01 06
Overdue & arrears 01 611 01 60
Moving home bordgaisenergy.ie
Web

Customer service

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

