

## **Overdue accounts & arrears**

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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Your gas supply may be withdrawn if your account is in arrears.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**

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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**

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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.

## **Energy consumption**

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The bill period consumption comparison graph on the front of your bill shows the amount of gas you have used with Bord Gáis Energy (in kWh) this billing period and the same billing period last year. 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.