

Ronan Downes
6 Glenside
Annacotty
Co Limerick
V94Y6D0

Account number: 9129658061
Your plan: Standard Price Plan
Contract end date: 11 October 2024
Meter number: E6S00728162056
GPRN: 0810635
AC Band: A

13 December 2023

Hello, this is your natural gas bill

Gas usage

11 Oct 2023 to 08 Dec 2023

Your energy consumption comparison (see back)

Previous 2 months usage	77 kWh
Most recent 12 months usage	1,698 kWh
Average residential customer (annual)	11,000 kWh

No data for the full period

Your bill breakdown

11 Oct 2023 to 08 Nov 2023

Gas

	Amount
Standing Charge 0.4258 for 29 days	€12.35
Unit Rate 0.134 for 147 kWh	€19.70
Carbon Tax 0.00877 for 147 kWh	€1.29
Gas Affinity Discount 14 Oct 2022 to 12 Oct 2023. 39%	-€0.53
Gas Affinity Discount 13 Oct 2023 to 12 Oct 2024. 25%	-€4.59
Total Discounts	-€5.12
VAT @ 9%	€2.54
Total Including VAT	€30.76

09 Nov 2023 to 08 Dec 2023

Gas

	Amount
Standing Charge 0.3598 for 30 days	€10.79
Unit Rate 0.1133 for 152 kWh	€17.22

Your bill breakdown is continued on the next page

Total due
€58.04
Due on
28 December 2023

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

Important information

Enjoy lower bills from 9 November! We're delighted to tell you that we've reduced our gas unit rates and standing charges by 15.5%. This decrease will help lead to lower bills for you, see bordgaisenergy.ie. Thanks for choosing us.

Your meter reads & consumption

Last bill	Current bill	Units	Conversion factor	Gas used (kWh)
A780	A807	27 m ³	11.0558	299

A - Actual reading taken from your meter
C - Customer reading which you have provided
E - Estimated meter reading

Other information

- We have a Vulnerable Customer Register for our customers who require Special Services. Visit bordgaisenergy.ie/resources/codes-customer-charter

Your bill breakdown continued

	Amount
Carbon Tax 0.00877 for 152 kWh	€1.33
Gas Affinity Discount 13 Oct 2023 to 12 Oct 2024. 25%	-€4.31
Total Discounts	-€4.31
VAT @ 9%	€2.25
Total Including VAT	€27.28
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11 Oct 2023 to 08 Nov 2023	€30.76
09 Nov 2023 to 08 Dec 2023	€27.28
Total for bill period	€58.04
Previous bill	€8.70
Payment received	-€8.70
Total	€58.04

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-us and we'll respond within 48 hours.

Customer service

Overdue & arrears

Moving home

Web

01 611 01 01

01 611 01 06

01 611 01 60

bordgaisenergy.ie

Customer service

Residential 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

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.



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 or tel: 01 808 21 00.

For independent consumer advice visit Competition and Consumer Protection Commission at www.ccpic.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 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/customer-care@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: 1800 427 732

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 2023 the tax for natural gas is derived from the rate of €48.50 per tonne of Carbon Dioxide (CO₂) emitted and applies to your gas bill at a rate of 0.00877€/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: 1800 20 50 50

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

Tel: 1800 464 464

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

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