



CODE OF PRACTICE ON COMPLAINT HANDLING

for Non-Domestic Customers

Cenergise aims to offer excellent customer service to all our clients. Although we will strive to provide top class service there may be times when you feel you need to contact us to escalate a concern or make a complaint. This code of Practice provides you with guidelines on what to do should you need to raise a complaint as well as providing a transparent and clear explanation of what to expect while we resolve your concern. This Code of Practice is our assurance to you that we will take your concern seriously and do all that is necessary to resolve it.

1. HOW TO MAKE A COMPLAINT

If you have experienced a difficulty with our service or any contact you have had with us, please let us know and we will attempt to resolve your concern appropriately. We will accept complaints from account holders as well as recognised agencies or third parties confirmed by you as acting on your behalf.

Please contact us to discuss or lodge a complaint through the following channels:

- ▶ By email: complaints@cenergise.com
- ▶ Phoning: 01 554 6255 (9am to 5pm)
- ▶ Via post: Cenergise, 125 Lower Baggot Street, Dublin 2, Ireland

If you are unable to communicate effectively in English or may have additional communication requirements, we can add a representative to your account who can speak on your behalf or mediate in the case of a complaint. We will need confirmation from you that you authorise a third party to act on your behalf.

2. OUR SERVICE COMMITMENT

When we receive your complaint through any of the above channels, we will aim to provide you with a satisfactory explanation of the issue you are experiencing, an apology or some form of redress if and as appropriate. The specific commitments and details of our complaints process are outlined below.

Step 1

The first step in our process is for you to contact us with your issue or complaint. We will aim to resolve the issue as soon as we have contact with you (phone call, receive an email or letter) but will contact you within 3 working days from first contact with our best effort to resolve. If your query requires more time, we will advise you and move to step 2.

Step 2

We will escalate the complaint internally to our Customer Care Manager and will provide you with ongoing updates. We commit to making all efforts to resolve the issue within 10 working days from start of step 2. It would be highly unlikely that we would not be able to complete the resolution within 10 days, but some issues are more complex and may take longer than expected to resolve. We will ensure that you are advised of all updates and any revised timeline estimates for resolution.

We aim to issue a final answer to your complaint within two months from when it was lodged with us. This condition is caveated with being able to engage with you throughout the process and no significant technical procedures outside of our control preventing resolution.

Cenergise will confirm to you in writing (email or post) once we consider the complaint process to be complete. The written notice will include details of the CRU's Customers Care Team who you can escalate the complaint should you be dissatisfied with the final position noted in the closed complaint. CRU will only deal with escalations once the complaint has completed the internal Cenergise complaints process and confirmed as closed.

If any of the above commitments are not adhered to during the management of your complaint, we will pay you a Charter Payment. The Charter Payment amounts to €30 per breach in practice. It will be paid to you either as debit/credit card refund or a credit to your account. We will pay the Charter Payment to you within 10 working days of advising that the payment is due.

3.WHEN TO CONTACT THE ENERGY REGULATOR

If at the end of our complaints process you are still dissatisfied with the outcome, you can choose to refer your complaint to the CRU, please contact the CRU's Customer Care Team at the following details:

- ▶ Customer Care Team, Commission for Regulation of Utilities P.O. Box 11934 Dublin 24
- ▶ Telephone: 1890 404 404

Note: calls are charged at Local rates from anywhere within ROI (charges may vary from mobiles)

- ▶ Email: customercare@cru.ie
- ▶ Web: <https://www.cru.ie/need-assistance/customer-care-team/>

If your complaint is upheld following escalation to the CRU, we commit to making the CRU directed payment or effecting the required redress within 14 days if by direct payment or within one billing period if we provide payment as a credit on your bill.