



Customer Charter

All Customers

Waterpower Engineering Ltd.
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Kanturk,
Co.Cork

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Dear Customer

Waterpower is a local Irish owned independent electricity supply company based in Kanturk, Co. Cork. Customer care is at the heart of our business where we are committed to offering you a quality personalised service. Our service to you can be summarized in the following commitments:

- We will treat you with courtesy and respect as we ourselves would wish to be treated.
- We will do our very best to understand your needs and address any issues you may have to the best of best ability.

Our customer charter outlines eight service guarantees based our Codes of Practice for

- 1) Marketing & Advertising
- 2) Sign up
- 3) Customer Billing
- 4) Disconnection
- 5) Special Needs & Vulnerable Customers
- 6) Pay As You Go (PAYG) & Budget Controllers
- 7) Complaint Handling
- 8) Smart Services

These codes will provide you with information on the service we provide at Waterpower and are available for viewing from our website www.waterpower.ie or upon request.

If you would like to discuss your account with us directly, you are more than welcome to call into our head office located on Strand Street, Kanturk, Co. Cork.

Thank you for choosing Waterpower as your energy provider and we look forward to continuing to be of service to you into the future.

Yours sincerely

Dan Twomey, Managing Director

Our Service Guarantees

As a small independent business, we are committed to quality customer service. We offer a personalised service to our customers and train all staff members, not just sales, on our customer care procedures. Within this charter, we identify the service commitments based on each of our Codes of Practice.

1. Marketing & Advertising Guarantee

We operate on a principle of 'what you see is what you get' and promise to provide clear and accurate information in all our marketing and advertising material. Any price comparisons will include all relevant charges and the basis for comparison will be clearly outlined.

If we fail to meet these commitments please let us know and not only will we put it right to our best ability but we will discount €30 from your next bill.

2. Sign Up Guarantee

We want to make life easier for you and we want to do all we can to help make it simple to deal with us. We guarantee that there will be no long waiting times to get through to us. If we cannot answer your query directly then we will call you back as soon as possible. Unless specifically requested by a customer, we will not contact customers for marketing purposes via telephone before 9am or after 9pm on weekdays.

If we fail to meet this commitment please let us know and not only will we put it right to our best ability but we will discount €30 from your next bill.

3. Customer Billing Guarantee

We will provide you with all the information you need to understand your bill. If you are due a refund we guarantee to issue it within 10 working days.

If we fail to meet this commitment please let us know and not only will we put it right to our best ability but we will discount €30 from your next bill.

4. Disconnections

We are committed to finding a fair and manageable payment arrangement with any customer experiencing genuine financial difficulties. We will only consider disconnection of supply as a last resort. Before we disconnect supply we will make every effort to contact our customer in writing at least twice and by telephone at least twice.

If we fail to meet this commitment please let us know and not only will we put it right to our best ability but we will discount €30 from your next bill.

5. Special Service & Vulnerable Customer Guarantee

Our code of practice for vulnerable customers provides an outline of services available. We guarantee that we will ensure that Electricity Supply Board Networks (ESBN) are notified immediately of customers registering as a priority support customer.

If we fail to meet this commitment please let us know and not only will we put it right to our best ability but we will discount €30 from your next bill.

6. Pay As You Go (PAYG) Guarantee

Where a Pay as You Go Meter has been installed in your home, we guarantee to provide you with a statement of energy use and payments made, at least twice a year. Alternatively, where a meter is being used to repay a debt, an energy statement will be provided at least three times a year detailing your consumption, payments made, amount of debt repaid and level of debt outstanding.

If we fail to meet this commitment please let us know and not only will we put it right to our best ability but we will discount €30 from your next bill.

7. Complaint Handling Guarantee

It is our aim to resolve a complaint within 10 working days. However, if further investigations are required we will get back to you with a detailed response within a further 10 working days.

If we fail to meet this commitment please let us know and not only will we put it right to our best ability but we will discount €30 from your next bill.

8. Smart Services Guarantee

We will provide all our customers who have an ESBN smart meter with the option of a standard smart tariff. We will support your understanding of smart services and ensure your bill shows you how much energy you have used (and what it costs) in each time band. Further information can be found in our code of practice on smart services.

If we fail to meet this commitment, please let us know and not only will we put it right to our best ability, but we will discount €30 from your next bill. If you have switched away from us, we will provide the payment via cheque or bank transfer.

It is our aim to live up to these guarantees and our codes of practice. If you feel we have not lived up to these service guarantees please do not hesitate to contact us. In this instance, please refer to our code of practice for complaint handling which is available from our website or by contacting us by either of the following methods:

- a) By phoning our complaints facilitator on +353 (0) 29 50568 or +353 (0)871651165
- b) By emailing customercare@waterpower.ie
- c) By writing a letter to this address:

Waterpower,
Strand Street,
Kanturk,
Co. Cork.

We endeavour to resolve any issues that present themselves to the best of our ability.

If you have followed our code of practice for complaint handling and the matter is still not resolved, you can then refer to the Commission for Regulation of Utilities (CRU) by either of the following methods:

- a) By phoning the CRU Customer Care Team on 1890 404 404
- b) By emailing customercare@cru.ie
- c) By writing a letter to this address:

Customer Care Team
Commission for Regulation of Utilities
The Grain House
The Exchange
Belgard Square North
Tallaght
Dublin 24,
D24 PXW0