

CUSTOMER CONTACT

CUSTOMER CARE LINE - 1800 200 513

Please contact our Customer Care Team with any query you have in relation to your Electric Ireland Account, when your business is involved in a Change of Occupancy/Ownership, or when you require any energy information.

EMERGENCY/LOSS OF SUPPLY - 1850 372 999

We understand that energy supply is critical to the success of your business, in the case of loss of supply please contact the number above.

ESB NETWORKS - 1850 372 757

For queries in relation to metering issues or voltage queries, please contact ESB Networks at the number above.

PAYMENT METHODS

BY DIRECT DEBIT

Please complete the direct debit instruction located at www.electricireland.ie

BY ELECTRONIC TRANSFER

ESBIE Electric Ireland Account Number 20008818
Sort Code 951823 National Irish Bank, 3rd Floor, International House, 3 Harbourmaster Place, IFSC, Dublin 1

BY CHEQUE

Electric Ireland, Swift Square, Northwood, Santry, Dublin 9.

GENERAL

PSO LEVY

The PSO Levy relates to the purchase by ESB of the output of certain peat generated electricity, in the interests of security of supply, and the output of certain generating stations using renewable, sustainable or alternative forms of energy, in the interests of environmental protection, in accordance with a Public Supply Obligations Order made pursuant to the Electricity Regulation Act 1999.

COMPLAINTS

Our aim is to resolve any complaint you may have to your satisfaction. All customer complaints are escalated to a designated customer care agent who will contact you to discuss the issue further. If you are still unhappy after giving us the opportunity to resolve your complaint you may contact the following:

Commission for Energy Regulation (CER) Tel: 01 400 0800
The Exchange, Belgard Square North, Tallaght, Dublin 24 Email: info@cer.ie

FUEL MIX

The Table below sets out the 2010 fuel mix by fuel type and CO₂ emissions on an All-Island basis for Electric Ireland as a supplier licensed in Ireland and Northern Ireland and operating in the Single Electricity Market (SEM). The overall All-Island fuel mix and CO₂ emissions is also shown for comparison purposes. All-Island fuel mix refers to the combined mix of electricity supplied in Ireland and Northern Ireland, including imports from Great Britain and generation operating outside the SEM in Ireland and Northern Ireland. The Table also shows the grams of CO₂ emissions per kWh of electricity supplied by Electric Ireland across the island of Ireland as well as an overall average CO₂ emissions figure representative of the All-Island electricity market.

Electric Ireland Fuel Mix Disclosure Label

Applicable period: January 2013 to December 2013

Electricity supplied has been sourced from the following fuels	Electricity supplied by Electric Ireland (All Island) (% of total)	Average All Island Market for comparison (% of total)
Coal	20.2	18.4
Gas	57.5	44.1
Peat	7.1	6.5
Renewables	14.6	30.2
Other	0.6	0.8
Total	100%	100%

Environmental impact

CO₂ Emissions 535g/kWh 452g/kWh

For more information on the environmental impact of your electricity supply visit www.electricireland.ie

5. Fuel mix table

This table sets out our latest fuel mix by fuel type and CO₂ emissions on an All island basis for Electric Ireland. Please see our website for up-to-date figures.