



Customer charter

At Glowpower we pride ourselves on providing exceptional customer service. We understand that energy is an essential service therefore we take very seriously our responsibility to provide a seamless retail energy experience for our customers. The purpose of this charter is to outline our commitments to you as a customer of Glowpower. Our service standards and commitments are further set out in our Codes of Practice:

- Code of Practice – Marketing and Advertising
Code of Practice – Sign Up
- Code of Practice – Complaint Handling
- Code of Practice – Vulnerable Customers
- Code of Practice – Billing and Disconnection

Copies of these codes can be found on our website at www.glowpower.ie. If we fail to meet any of the commitments as set out in our Codes of Practice, you will be entitled to a payment of €30.

Our commitments

We will ensure that when we switch you as a customer, that we obtain your explicit informed consent

We will ensure that you have all the information you require to make an explicit informed decision when you switch over to us. This means that our marketing and our communications are clear and transparent and that we will have processes in place to ensure that you have provided informed consent. When we sign you up we will ensure you have our terms and conditions and customer agreement form within 24 hours. All our communications and material will be provided in a clear and accurate manner in a delivery method that is suited to your requirements. Any further request for communications will be met within 48 hours of your request. If we make any comparisons the basis of any charges will be clearly outlined.

We will provide additional help to our Vulnerable customers

We have available a range of different services for identified Vulnerable customers. Please ensure you read our Code of Practice for Vulnerable customers at www.glowpower.ie for more information and if you believe you are a vulnerable customer, contact us to apply to be added to the register.

Our bills will be clear and accurate

Our commitment to you is that all bills that we send will be clear and accurate. This will mean your bill will show if the reading is based on an customer reading, actual reading or estimate reading and that we will bill you for your energy usage at the correct price.



We will offer our customers a payment arrangement if they need help

It is not uncommon that some of our customers will have payment difficulties. We want to work with you. Please contact us at the earliest opportunity and we will be happy to make a payment arrangement that will help you work towards getting back on track. We do not like disconnecting customers, which only occur as an absolute last resort after every possible solution has been tried.

We will resolve any complaint as quickly as possible

As a part of our goal to provide great service we will ensure that if any disputes or complaints arise, that these are resolved as efficiently and fairly as possible. We will aim to resolve any complaint within 10 days of receipt of the complaint no matter how we receive your complaint. If it is not possible to resolve a complaint within 10 days we will let you know why and provide a clear revised timeframe. You can read a copy of our dispute resolution policy online at www.glowpower.ie.

Refunds will be processed quickly

If we agree to pay you a credit refund, this payment will be issued in the mutually agreed form within 14 days from the date when the refund is agreed.

We will not market additional products to you without your consent

We want to provide our customers with transparency on where we sit in the market. We understand however that you may not want to receive updated offers from us. If you request to be removed from our database for marketing purposes we will ensure your name is removed within 48 hours if that request is in writing or by email. If you make this request by phone your name will be removed immediately.

Important note: Our job as your supplier is to provide you with a seamless experience for your retail energy. At times, there may be rare occasions where we are unable to do so for reasons outside of our control due to the actions required by the ESB network or other third parties. When these circumstances arise, there may be times our ability to deliver on these commitments is impacted. We will always keep you as the customer aware of such impacts working collaboratively with you to resolve concerns.



Contact Details

☎ 1-960-9690 9.30am – 5.00pm Monday to Friday

customerservice@glowpower.ie

www.glowpower.ie

Correspondence address: 20 Harcourt ST Dublin 2, D02 H364. Ireland.