

Customer Charter



Our role

EirGrid is the independent electricity Transmission System Operator in Ireland and the Market Operator of Ireland's wholesale electricity trading system. EirGrid's role is to deliver quality connection, transmission and market services to generators, suppliers and customers utilising the high voltage electricity system, and to put in place the grid infrastructure required to support the development of Ireland's economy. EirGrid is working with key stakeholders on the development of the new All Island Market for Electricity.

Our customers are anyone to whom we provide a service, including all current and prospective directly-connected demand customers and generators, suppliers, stakeholders, and all other interested parties.

Our commitments to you

We will conduct our business in an impartial, non-discriminatory, open and transparent manner, with appropriate regard to your privacy and confidentiality.

We are committed to ensuring that all information provided through our publications, website and direct interactions, is accurate, relevant and timely. We will continually work with our customers to identify all relevant, appropriate market information and publish same on a regular basis.

We will consult with participants and other stakeholders on such matters as the Grid Code and our publications where appropriate, and ensure proper consideration is given to all consultation responses.

We are committed to providing a professional, efficient and courteous service to all our customers.

We are committed to evaluating and improving the customer service we deliver and to reporting on that service in our annual report.

We acknowledge that a lot of our customers communicate directly to a known EirGrid contact. If you are unable to reach the person you require, or you are unsure who in the organisation you need to speak to, the Customer Relations team is available at the contact information below to help manage your query.

Complaints

If you are in any way dissatisfied with the quality of service you receive from us, we would like to hear from you. Your complaints can be directed firstly to the Customer Relations Manager, Claire Kane, at kane@eirgrid.com, tel (+353)-1-7027946. If necessary the issue will be escalated to the appropriate Director and onwards to the Chief Executive if required.

How to contact us

Our Customer Relations team is reachable at (+353)-1-7026642, between 8am and 5pm, Monday to Friday.

We are also contactable at info@eirgrid.com and we will aim to acknowledge all email correspondence from you, where action is required, within one working day.

Our reception is contactable at (+353)-1-6771700 during office hours.

Out of hours support is provided to customers as required to meet their business needs.

For further information please refer to our website at www.eirgrid.com