



Flogas Natural Gas

Customer Charter

It is the policy of Flogas Natural Gas to provide products and services that fully and consistently meet the needs of our customers.

To demonstrate the Company's policy and commitment to providing quality products and services, we have put a number of customer service guarantees in place.

Service Guarantees

Timeliness of Billing Information

In order to provide you with timely information, we will issue your bill bimonthly within 7 working days of receipt of meter read information from the Network Provider. Your bill includes a range of information as detailed in our Billing Code of Practice.

Billing Errors

We will rectify Flogas administrative billing errors within 20 working days of the error being identified. Where a Billing error is attributable to the Network provider Flogas undertake to correct the error within 20 days of the Network provider resolving the issue. Corrected errors will generally be notified by way of the normal bi-monthly bill. Any credit due will be applied to a customers account on their next bill or refunded within 10 days of complaint resolution.

Customer Complaints

If you feel that despite our best efforts we have not met our standards, you may contact our Customer Service staff by

Telephone: 1850 306 800
e-mail: info@flogasnaturalgas.ie
Post: Flogas Natural Gas, Dublin Road, Drogheda, Co. Louth.

We guarantee to acknowledge receipt of written complaints within 5 working days. We will respond to written complaints within 20 working days.

If we fail to meet any of our service guarantees, we will credit your bill with two months standing charge.

(We will make this payment to indicate how seriously we take our service guarantees, however it is not an admission of legal liability on our part).