



NETWORKS

Serving all electricity customers

OUR CUSTOMER COMMITMENT

Customer Service Improvement Plan 2013-2016



ESB Networks has delivered service to the Irish nation for 86 years, and has continued to provide a safe, reliable service to its people and industries through many of Ireland's challenges.

The decade ahead has the potential to be one of the most exciting and challenging yet for ESB Networks.

We want to give you the best customer experience we can.

Electricity is a vital part of our daily lives. Most of us know that electricity is made in a power plant or by renewable energy but do you ever think about how it gets from where it's generated to your home? It's via the Electricity Network.

In Ireland, the overhead lines and underground cables that make up the Electricity Network are 165,000km long – that's the equivalent of travelling 4 times around the earth. We are the company that operates, maintains and ensures that the Irish Electricity Distribution Network is one of the most innovative in the world. We are ESB Networks. We make sure that electricity gets to your home safely and efficiently every day, every hour, every minute. We are also the people who read your meter, connect new electricity customers and crucially, fix power cuts. You buy your electricity from

an electricity supplier. Working hand in hand with every electricity supplier to deliver that electricity to you, is ESB Networks. So you are our customer too. And that's something we take very seriously.

At ESB Networks we have 2.4 million customers and customer service is at the heart of every decision we make. We have always been committed to putting the needs of our customers first. We already have a Customer Charter in place. The Charter includes 12 Service Guarantees covering the main services you receive from us. Each guarantee has a target which our staff must meet or beat when providing that service. Our commitment is such that we are prepared to make a payment to you if we do not deliver on that target.

This new Customer Service Improvement Plan 2013-2016 will complement and strengthen the Customer Charter. It reaffirms our commitment to the delivery of high quality services that meet your needs in a cost effective manner.

ESB Networks is also committed to helping to build the Irish economy and securing Ireland's future. By delivering an excellent service to you we will also benefit the economy and the future of our country.



ESB Networks – A decade of improvements.



CUSTOMER SERVICE IMPROVEMENT PLAN 2013-2016

Our past success has created a firm foundation on which we can build for the future.

We have developed this Customer Service Improvement Plan for 2013-2016. It is based on feedback from you, our customers, and input from ESB Networks' staff at all levels of the organisation. These are the areas where we intend to introduce improvements which will deliver an even better service to you in the future. We aim to ensure that a culture of customer service excellence exists at all levels of staff in our organisation.

The 10 areas on which we are focusing are as follows:

- 1 Being Easy to Deal With**
We have a wide range of options for contacting us and for us to contact you. We commit to making every interaction you have with us as positive as possible.
- 2 Delivering Value for Money**
We know that value for money is something we all look for in the services we buy. We commit to continually strive to attain further efficiencies in the services we provide.
- 3 Putting Safety and Reliability First**
ESB Networks has a superb safety record. We commit to making sure it stays that way, as your safety is our priority.
- 4 Leveraging the Best Available Technologies**
We commit to always seeking to use the most up to date technology available.

- 5 Empowering Our Staff to Serve You**

We commit to training and developing our staff to the highest possible standards.

- 6 Playing a Leading Role in Ireland's Energy Future**

We commit to playing a key role in developing the Energy Industry for the future.

- 7 Striving to Become World Class**

We commit to developing our position as a leading international energy utility.

- 8 Working Closely with the Electricity Industry on Your Behalf**

We commit to building a relationship with electricity suppliers and other stakeholders, so that we can represent your interests effectively.

- 9 Taking Care of the Environment**

We commit to playing an active role in being a caretaker of the environment.

- 10 Building Our Business on the Principles of Honesty, Integrity and Fairness**

We commit to carrying out all our business transactions with honesty, integrity and fairness.



The aim of this Customer Service Improvement Plan is to ensure that a culture of customer service excellence exists at all levels of staff in our organisation.

ESB NETWORKS

esbnetworks.ie

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Emergencies 1850 372 999

General Enquiries 1850 372 757

Power Outages esbpowercheck.ie