

## **If you have a Complaint about your Connection Offer or other aspects of your Generation connection to the Distribution System:**

Our priority is to consistently deliver a high standard of service to our customers and to ensure that our offers reflect the current policy as set by the Commission for Energy Regulation and updated from time to time.

If, however, you feel that we have not performed to your satisfaction, we are happy to investigate the matter with the aim of finding a resolution and improving our policies and procedures.

Our target is to address complaints within twenty working days from the receipt of your formal request. However please note more complex complaints may take additional time to resolve

If you consider that your particular situation warrants complaint you may email: [DSOGenerators@esb.ie](mailto:DSOGenerators@esb.ie) ; or write to

DSOGenerators  
ESB Networks  
Asset Management  
Multi Site Office  
Leopardstown Rd.  
Foxrock  
Dublin 18

## **Our Complaints Procedure**

We have set out below simple and effective steps with a view to resolving complaints quickly and efficiently and to your satisfaction.

Send an Email to [DSOGenerators@esb.ie](mailto:DSOGenerators@esb.ie) (or write to DSOGenerators at the above address)

Step 1:

- In the Subject Line of your email or letter please use the heading that would help us identify your complaint amongst other business correspondence ie Commence with ‘Complaint with regard to offer for connection to ‘DGxxx or TGxxx. ‘DGxxx’ (or TGxxx) is the DSO reference number that is assigned to each complete Generator Application form and can be found in the ESB Networks letter that was issued to you when your application was deemed complete by ESB Networks.
- In the email or letter please provide detail of the complaint – referring to specific clauses in the ESB Networks Quotation Letter or Connection Agreement and/or CER directions/ SO

- publications which are relevant
- If your complaint is of a financial nature please quote your Customer Contract Account Number which can be found on the Down Payment Request that was issued with your offer, or a Job Notification Number, in the event if there is an offer/connection agreement in place.

*Please note if you do not include any of the references quoted above in the Subject Line of your email to help us identify your project it may impact on the timelines dealing with your complaint. .*

- We will acknowledge receipt of your complaint within 5 business days. We will aim to respond to your complaint within 20 business days.

If you are not satisfied with the response from [DSOGenerators@esb.ie](mailto:DSOGenerators@esb.ie), you can raise the complaint at a higher level by writing to

Step 2:  
Generation Complaints Facilitator,  
Finance and Regulation Manager  
ESB Networks  
Asset Management  
Multi Site Office  
Leopardstown Rd.  
Foxrock  
Dublin 18

If, after completing steps 1 and 2 above, your complaint still has not been resolved by ESB Networks to your satisfaction, you can refer the matter for a decision to the Commission for Energy Regulation (CER) at the following address:

Step 3  
Section 34 Disputes  
Commission for Energy Regulation,  
The Exchange,  
Belgard Square North,  
Tallaght,  
Dublin 24.

**e-mail:**section34disputes@cer.ie