

CODE OF PRACTICE ON COMPLAINT HANDLING

For Non-Domestic Customers

Erova Energy Supply Limited (Erova) aims to deliver excellent customer service to all our business customers. However, there may be times when you feel the need to contact us to communicate a concern or make a complaint. This Code of Practice is our assurance to you that we will take your concern or complaint seriously and sets out the standards of service you can expect from us to resolve it.

1. HOW TO MAKE A COMPLAINT

If you are not satisfied with any aspect of our service or any contact you have had with us, please let us know. Our aim is to resolve all complaints as quickly and fairly as possible. We will also accept complaints from recognised agencies or third parties who are confirmed as acting on your behalf.

Please contact us to discuss or lodge a complaint through the following channels:

- ▶ By email: info@erovaenergy.ie
- ▶ Phoning +353(0) 1 474 4817 (Lines open Monday to Friday 9am to 5pm)
Note: calls are charged at Local rates from anywhere within ROI (charges may vary from mobiles)
- ▶ Via post to Molesworth House, 1-2 South Frederick Street, Dublin D02 N820, Ireland

In case you have additional communication requirements or are not able to communicate effectively in English, we can include a representative on your account who can speak on your behalf. In that event, we will need confirmation from you that you authorise a third party to act on your behalf.

2. OUR SERVICE COMMITMENT

If you have raised a complaint with us through the above channels, we will provide an explanation of the issue and if appropriate, an apology, or some form of redress. Guidelines on what to do should you need to raise a complaint as well as details explaining what to expect while we resolve your concern, are presented below.

2.1. Step 1

If something is not right, please contact us straight away with your issue or complaint. When contacting us please provide us with your account number as well as your full name, e-mail address, MPRN, commercial address and mobile telephone number. Be sure to give us the details of your issue as well.

Regardless of how you contact us (phone call, email or letter), we will aim to resolve the issue as soon as we have contact with you (phone) or receive notification of your issue (via email/letter). We will also contact you within 3 working days from first contact (talking with you

on the phone or receipt of your email/letter) with our best effort to resolve the complaint. However, in case your query requires more time, we will advise you and move to step 2.

2.2. Step 2

If we cannot resolve the issue to your complete satisfaction during Step 1, we have an escalation procedure in place. Your complaint will be internally escalated to our Customer Care Manager, who may need to undertake further investigation in order to identify a suitable resolution. We commit to making all efforts to resolve the matter within 10 working days from the start of step 2. It would be highly unlikely that we would not be able to complete the resolution within 10 days, but some issues may be more complex and take longer than expected to resolve. This is often the case where we are required to engage with different organisations such as ESB Networks or SEMO. We will ensure that you are advised of all updates and any revised timeline estimates for resolution.

We will aim to issue a final answer to your complaint within two months from when it was lodged with us. This condition is caveated with being able to engage with you throughout the process and having no significant technical requirements which may delay resolution.

A written notice will be issued to you (by email or post) when we consider the complaint process to be complete. This notice will include details of the CRU's Customer Care Team should you wish to escalate your complaint in the event you were dissatisfied with the final position noted in the closed complaint, as described in the section 3 below. CRU will only deal with escalations once the complaint has completed the internal Erova complaints process and confirmed as closed.

If any of the above commitments are not adhered to during the management of your complaint, you may be entitled to a charter payment of €30 per breach in practice. It will be paid to you either as debit/credit card refund or a credit to your account within 10 working days of advising that the payment is due.

3. WHEN TO CONTACT THE ENERGY REGULATOR

If at the end of our complaints process, having received a written notice of closure of your complaint, you still feel that your complaint has not been satisfactorily resolved, you may choose to refer your matter to the CRU's Customer Care Team. The CRU will only consider your complaint if you have completed our procedure as detailed in the section 2 above.

The CRU's Customer Care Team may be contacted through the channels as follows:

- ▶ The Customer Care Team, Commission for Regulation of Utilities, The Grain House, The Exchange, Belgard Square North, Dublin 24, D24 PXW0
- ▶ Telephone: 1800 404 404
Note: calls are charged at Local rates from anywhere within ROI (charges may vary from mobiles)
- ▶ Email: customercare@cru.ie
- ▶ Web: <https://www.cru.ie/need-assistance/customer-care-team/>

In circumstances where the CRU has issued a direction for compensation or redress, Erova is committed to making payment to you within 14 working days or within one billing period where compensation or redress is in the form of credit to your account.

4. CRU SIGN OFF

This Code has been approved by the Commission for Regulation of Utilities (CRU) on 01.07.2021.