

yunó-
energy



Customer
Charter

Customer Charter

Our Commitment to you

At Yuno Energy our Customers come first. We are committed to providing you with consistent, high quality Customer Service. We will provide your domestic and nondomestic gas and electricity energy needs through our flexible and easy to manage product offerings.

At Yuno Energy our service commitments are guaranteed to you based on our 7 Codes of Practice. All codes can be found on our website. Our codes are:

- Code of Practice on Billing
- Code of Practice on Complaints
- Code of Practice on Disconnection
- Code of Practice on Marketing and Advertising
- Code of Practice on Pay as You Go (PAYG) Metering
- Code of Practice on Sign Up
- Code of Practice on Smart Services
- Code of Practice on Vulnerable Customers

Arising from these codes are 8 pledges that we make to you as our customer. These pledges, along with the detail in the Codes of Practice form our Customer Charter and can be read on the following pages.

If you believe that we have not adhered to the commitment(s) in our Codes of Practice, there may be certain circumstances where you are entitled to a compensation payment of €30.

We ensure your claim is assessed fairly. We will engage with you in relation to your claim and if the claim is up-held, we will provide a compensation payment, either as credit on your account, a cheque payment or debit/credit card refund.

Marketing and advertising

We are committed to protecting you against unfair, unwanted or misleading marketing and advertising. Our commitment to you is explained in our **Code of Practice on Marketing and Advertising**. In summary we promise:

- To give you accurate, clear, fair and transparent representation of us and our competition through our marketing;
- To provide easy access to all our available tariffs on our website.

Sign up

We are committed to ensuring that your switch to Yuno Energy is conducted in a fair, transparent and easy to follow manner. Our commitments to you in relation to sign up are detailed in our **Code of Practice on Customer Sign Up**. In summary we promise:

- To confirm major relevant Terms and Conditions and the details of the product on your initial sign up;
- To send a copy of our Terms and Conditions to you via email. You will be advised of how to view the Terms and Conditions on our website as well;
- That all our agents will provide appropriate identification and follow required protocol, as required by the CRU;
- To provide you with details in relation to your rights to avail of the cooling off period.

Energy Bills

We at Yuno Energy are committed to providing you with gas and electricity services to the highest standards. Our commitments to you in relation to our billing practice, our energy bills, how accounts are closed, and final balances reconciled and notification and payment of once off charges are contained within, our **Code of Practice on Billing**. In summary, we promise:

- That your bill will be accurate and easy to understand;
- We will respond to any queries you may have in relation to your bill within 10 working days;
- To issue a refund to you no later than 2 months from the date when the final energy bill is issued.

Disconnection

We at Yuno Energy are committed to providing you with gas and electricity services to the highest standards. We only resort to disconnection in extreme circumstances such as vacant properties, meter tampering, non-payment of account. We facilitate all customer requested disconnections of ESB Networks/GNI Meter(s). Our commitment to you in relation to disconnection of domestic and non-domestic customers is contained within our **Code of Practice on Disconnection for Domestic & Non-Domestic Customer's**.

Support for Customers Requiring Special Services

Our **Code of Practice on Vulnerable Customers** provides details on a range of Special Services that are available to our customers. In order to avail of these services it is essential that customers register with us by completing our Priority Services and Special Services Customer Registration Form. <https://www.yunoenergy.ie/terms-and-conditions>. We will in turn share this information with ESBN and or GNI who use it to assist them in recognising customers who may be at risk when there is interruption to your supply. In summary, we promise:

- To bring to your attention our Vulnerable Customer Code of Practice on Signup;
- To provide you with a Priority Services and Special Services Registration Form;
- If you are a registered Vulnerable Customer, we will not Disconnect you during the winter months as per CRU requirements.

Smart Services

Our commitments to you in relation to Smart Services are set out in our Code of Practice on Smart Services and can be summarised as follows:

- To ensure that you are provided with a Time of Use primer that will explain how a Time of Use tariff works as well as its benefits in order to allow you to efficiently use electricity and save money;
- To publish on our website a cost comparison (based on average consumption) of the cost of the Time of Use tariff compared to your current tariff.

Code of Practice on Pay as You Go (PAYG) Metering

We at Yuno Energy are committed to providing you with gas and electricity services to the highest standards. Our commitments to you in relation to Pay as You Go are contained within, our **Code of Practice on Pay as You Go metering**. In summary, we promise:

- To provide you with information to enable you to understand how your meter works, how to operate your meter and any relevant steps to help you get started using your meter
- To provide you with a statement of energy use and payments made, at least once a year. Alternatively, where the meter is being used to repay a debt, a statement will be provided at least 3 times a year detailing your consumption, payments made, amount of debt repaid and level of debt outstanding.

Complaint Resolution

Excellent Customer Service is one of our core values meaning that your complaint will be handled quickly and effectively and wherever possible, to your satisfaction. We use any customer feedback, good or bad, to continually re-evaluate our service, processes and how we can support you. A detailed explanation of how we will handle complaints is explained in our **Code of Practice on Complaint Handling**. In summary, we promise;

1. To make it easy for you to contact us with your complaint by phone, email, post or via our website;
2. To respond to you within 2 working days of complaint receipt with a resolution to your satisfaction or where necessary request for further information;

3. To escalate your complaint to our Customer Experience Manager if our front line agents cannot resolve your complaint within the first 2 working day period above. Our Customer Experience team will aim to resolve your complaint (or engage with you if further information is required) within 8 working days from receipt from our agents in step 2;
4. You will be updated on progress if your complaint is not resolved within 8 working days;
5. If your complaint is not resolved to your satisfaction in step 3, it will be escalated to the Head of Customer Experience where your complaint will be given a complete review and a final position in writing will be set out and issued to you. We aim to provide you with a resolution from our Head of Customer Experience within 5 working days from escalation;
6. To provide you with CRU contact details and our support to contact CRU if you are not satisfied with your complaint resolution outcome following point 5. The CRU customer care team can be contacted via customercare@cru.ie, telephone on 1800 404 404 and their website is [https:// www.cru.ie/home/complaint-form/](https://www.cru.ie/home/complaint-form/)
7. If you have any questions regarding our Customer Charter.

Terms and conditions: Any payments made under this Charter for failure to meet the high standards that we have stated are made without any admission of legal liability on the part of Yuno Energy. In the case of any conflict or inconsistency between the Customer Charter and the Yuno Energy Terms and Conditions, the Terms and Conditions available on www.yunoenergy.ie or from our Customer Contact Centre at 1800 551 166 shall prevail. In all other cases, you have the confidence of your Customer Charter Guarantees.



Get in touch

If you have any queries regarding our Customer Charter, please get in touch:

T: 1800 661 133

E: COP@yunoenergy.ie

Yuno Limited t/a Yuno Energy, Code of Practice, Paramount Court,
Corrig Road, Sandyford, Dublin 18, D18R9C7

Registered Office: Yuno Limited, Paramount Court, Corrig Road,
Sandyford, Dublin 18, D18R9C7.

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