

Your Energy Guide

**electric
ireland**

Welcome

We're proud to be Ireland's trusted energy partner. Together, we can help you make the best energy choices for your home.

Ways that we can add something extra to your everyday:

Enjoy exclusive offers & prizes:



electricirelandrewards.ie

New to us? Everything you need to get started:



electricireland.ie/new-customer-hub

Download the Electric Ireland App:



electricireland.ie/mobile-app

Begin your journey to Net Zero:



electricireland.ie/netzero

Your Bill

There are a few different ways to pay your bill, with **Direct Debit** being the easiest. When you sign up for Direct Debit and choose online billing, you can **enjoy savings of up to 8.5%**, a discount that doesn't disappear after a year.

To set up your account visit electricireland.ie/directdebit.

Other Payment Options:

Pay by card: visit electricireland.ie/pay-by-card

Pay by cash: you can pay wherever you see the Payzone, PostPoint or An Post signs.

You can find all of your payment options on the back of your electricity and gas bill.

Visit electricireland.ie/payment-options



Choose paperless

We'd be happy to help you on your journey to Net Zero. So why not choose paperless billing? Sign up for Online Billing to claim a **0.5% discount** on your electricity and gas bills at electricireland.ie/onlinebilling

Download the app

Our mobile app means you can view your energy insights, bills, account details, make payments, submit a meter reading and much more, all on the go.

Download for Android or iOS at: electricireland.ie/mobile-app or [scan the below QR code](#):



Get rewarded with Electric Ireland

Enjoy our **Brighter Things to Do**, with free tickets and discounts for some of the best days out Ireland has to offer. And, if you're a SuperValu customer, you can also enjoy total savings of up to **€60 off your energy bill per year**.

Sign up at electricireland.ie/rewards



Our Sponsorships

Here in Electric Ireland, we are involved in many exciting sponsorships. We aim to touch all communities in Ireland through three key pillars: **Environment, Community and Culture**.

Read more at electricireland.ie/sponsorships





Your journey to Net Zero

Moving towards a Net Zero lifestyle is more important now than it's ever been, and reducing our carbon footprint benefits us all. By cutting carbon emissions, we can combat climate change, save on costs and enjoy a more comfortable home.

Why Choose Net Zero?

- Reduce your home's electricity costs with **Solar PV Panels**.
- Charge your electric vehicle at home for as **low as €381 annually** with our **Night Boost** rate.
- Smart meter insights can help you **save up to 12% on electricity consumption**.

Explore Our Net Zero Products?

- **Solar Panels:** Harness the power of the sun.
- **Heat Pumps:** Efficient heating solutions for your home.
- **Smart Meters:** Monitor and manage your energy use.

Visit our Net Zero hub to learn more about how you can make a difference. Together, we can achieve a net zero future. Read more at electricireland.ie/netzero

Own a smart meter?

With a smart meter, your meter reading will be automated, meaning no more estimated bills! **Home Electric +24hour** is ideal if you're working from home during the day. It includes personalised electricity insights, helping you take control of your energy usage.

We have plans for everyone, such as:



Home Electric+ Night Boost is a great time-of-use plan offering cheaper night-time rates, perfect for homes with a heat pump and for EV drivers who charge at night.

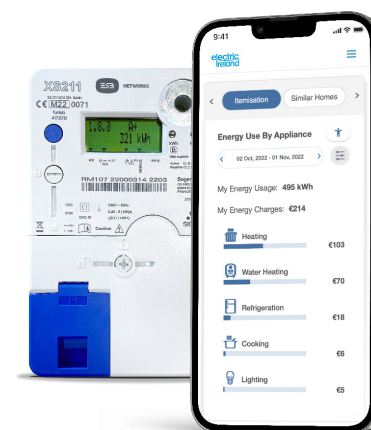


Home Electric+ Weekender is ideal for busy families as it provides unlimited free electricity between 8am and 11pm on either Saturday or Sunday every weekend.



Home Electric+ Standard Smart Tariff is suited for those who want to save by reducing energy during peak hours, which are 5pm-7pm.

Read more at electricireland.ie/smart



Our Customer Charter Your Guarantee

At Electric Ireland, we are committed to providing you with exceptional service. To ensure transparency and quality, we have outlined our service standards for you. Visit our Customer Service Guarantees page to learn more.

electricireland.ie/customer-service-guarantees

Emergency Information:

ESB Networks: 1800 372 999

Gas Networks Ireland: 1800 205 050

New Connections & Enquiries:

ESB Networks: 1800 372 757

Gas Networks Ireland: 1800 464 464

Customer Support:

For more information, visit electricireland.ie

Email: service@electricireland.ie

Call: 1800 372 372



We may ask questions to confirm your identity for privacy protection.

