ESB NETWORKS

GETTING IN TOUCH

Your Summary Information Guide

SERVING ALL ELECTRICITY CUSTOMERS

At ESB Networks, we're delivering an electricity network to empower our 2.4 million customers every day with choice and flexibility around how they consume, generate, trade and store electricity. By investing in our technical capability and collaborating with our partners, we're developing a smart and resilient electricity network of the future. Together, we're paving the way for Ireland's clean electric future through the electrification of heat and transport, as well as connecting renewables at scale to the electricity network.

We're delivering the electricity network for the future, designed to empower all electricity customers and make Ireland's net zero goal a reality.

GETTING IN TOUCH WITH US

This document lets you know how you can contact us regarding general enquiries, meter readings, new connections, smart meter queries, supply interruptions, safety concerns and any complaints.

For our operations, the Republic of Ireland is divided into these **six regions**:

ESB NETWORKS

Head Office
ESB Networks, Leopardstown Road, Dublin 18
D18XN80

North East Region
St Margarets Rd, Finglas, Dublin 11
D11X3W7

Central Region
Abbeyleix Road, Portlaoise, Co. Laois.
R32HR02

North West Region
Lisnennan Business Park Road, Letterkenny, Co. Donegal F92K102

South East Region
Leopardstown Rd, Dublin 18.
D18XN80

South Central Region
Rosbrien, Limerick,
V94A5D2

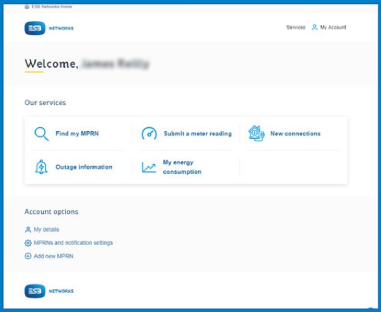
South West Region
Sarsfield Road, Wilton, Cork.
T12E367

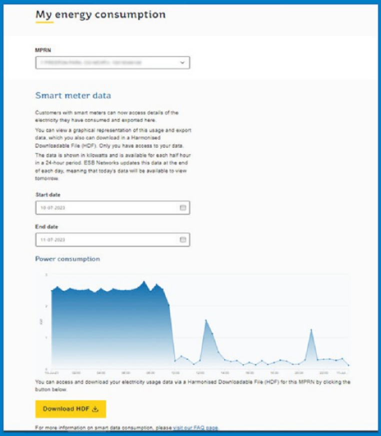
As a subsidiary within ESB Group, we are the licensed operators of the electricity distribution system in the Republic of Ireland.

ESB Networks DAC is the independent Distribution System Operator (DSO) operating under licence from the Commission for Regulation of Utilities (CRU).

YOUR ESB NETWORKS ONLINE ACCOUNT

The ESB Networks Online Account is our self-serve platform enabling customers to access our key services at any time. Your Online Account will allow you to access a host of services including;





- View your smart meter electricity consumption and Microgen data
- Find My Meter Point Reference Number (MPRN) service.
- Submit a meter reading
- Apply for a New Connection
- View the electricity outage status at your property.
- Time for Rewards – you could even earn rewards for taking control of your home's electricity usage when prompted.

TO CREATE AN ESB NETWORKS ONLINE ACCOUNT, YOU WILL NEED THE FOLLOWING:

- Your MPRN number (Meter Point Reference Number – available on your electricity bill). Alternatively, if you do not know your MPRN number you can register using a mobile number – to protect your data, we will ask you to complete a two-factor authentication process.
- Most importantly, please ensure that your name and mobile number match what you provided to your electricity supplier.

Visit https://myaccount.esbnetworks.ie

HOW AND WHEN TO CONTACT US

FOR EMERGENCIES, NO SUPPLY or TO REPORT DANGEROUS SITUATIONS (e.g. fallen power lines)

PHONE 1800 372 999 (24 hour/7 day service)

GENERAL ENQUIRIES

For any of the following:

- Electricity connection to your new house or premises
- Increased/decreased connection capacity (MIC)- for business customers
- Overhead line/underground cable alterations
- Meter relocation
- Meter reading services
- Voltage queries
- Quality of supply queries
- Generator connections to the electricity network

Phone: **1800 372 757** or **021 2386555**
8.30am – 6.00pm Monday to Friday
8.30am – 1.30pm Saturday

Email **esbnetworks@esb.ie**

@ESBNetworks @ESBNetworks

Please note: *For queries on Pay As You Go or keypad meters, contact your electricity supplier.*

NEW CONNECTIONS

You can apply online:
www.esbnetworks.ie/new-connections

METER READINGS

To submit your meter reading:

Phone: **1800 337 777** or **021 2386444**

Email: **reading@esb.ie**

Click: **https://www.esbnetworks.ie/existing-connection/meters-readings/submit-a-meter-reading**

Text your reading to **087 960 9223** in the format: MPRN (space), Reading.

FEEDBACK & COMPLAINTS

Our aim is to provide excellent customer service at all times. We welcome customer feedback, so if you have a query, or wish to make a complaint, please get in touch with our National Customer Contact Centre.

Phone: **1800 372 757** or **021 2386555**
8.30am – 6.00pm Monday to Friday
8.30am – 1.30pm Saturday

Email: **esbnetworks.complaints@esb.ie**

Post: **Customer Relations, ESB Networks, Sarsfield Road, Wilton, Cork T12 E367.**

SMART METERING QUERIES:

Phone: **1800 928 123 (01 6985005),** Monday to Friday 8.30am – 6pm excluding public holidays.

REMEMBER

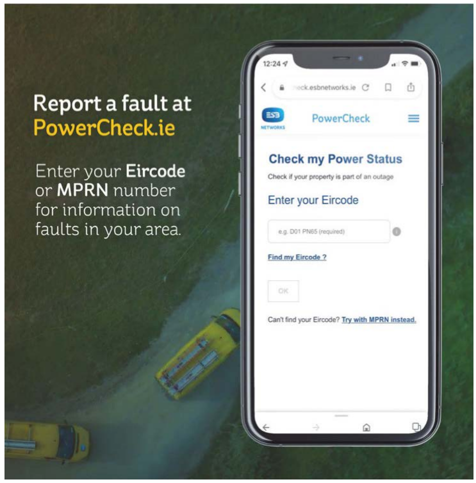
Please have your ESB Networks MPRN number to hand when you call – This is your unique 11 digit number shown on your electricity bill starting with M10.

POWERCHECK – REAL TIME SUPPLY INTERRUPTION INFORMATION

ESB NETWORKS POWERCHECK

PowerCheck provides customers with real-time fault information on all major faults.

- View PowerCheck to find out if your power outage has already been reported.
- Check the map to see current outages in your area. During large scale outages it will be easier to find your location by entering your eircode in the search field at the top left of the page. Alternatively, you can zoom in on the map with the plus and minus buttons on the bottom right corner.
- Get an estimated time when power will be restored.
- When you open a fault on the map you can click "keep me updated" to receive automatic updates by text or email until the power is restored.



powercheck.ie

AVOIDING BURIED ELECTRICITY CABLES

DIAL BEFORE YOU DIG

If you are a building contractor or individual who is planning to carry out excavation work, you can get map-based information on the location of ESB Networks' underground cables and other installations by contacting the ESB Networks' Central Network Mapping Office.

Before starting any digging work, please email the following information to dig@esb.ie:
OR phone **1800 372 757** or **021 2386555**

- Full address of site location including Eircode
- Geographic coordinates of site location
- Map of area (this can be a screenshot on Google Maps)
- Name and email address that we can respond to with requested map

Once you make a request, you will receive your map within ten working days.

Note: in emergency cases ESB Networks' Central Network Mapping can provide maps for collection.

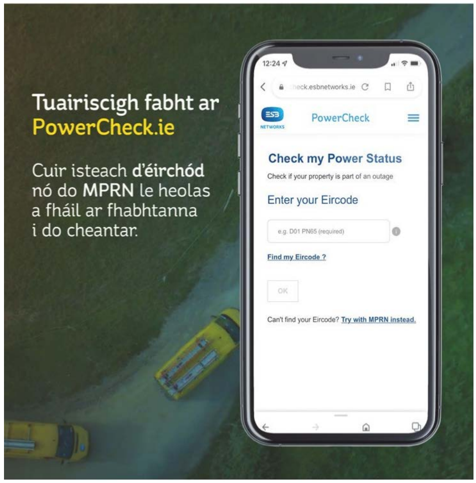
DOC - 171213-BQJ Rev September 2023

POWERCHECK – TUAIRISCÍ FÍOR-AMA MAIDIR LE GEARRTHACHA CUMHACHTA

POWERCHECK ESB NETWORKS

Is trí PowerCheck a chuirtear faisnéis fíor-ama ar fáil do chustaiméirí faoi mhórfhabhtanna.

- Breathnaigh ar PowerCheck lena fháil amach an bhfuil do ghearradh cumhachta ar eolas againn cheana.
- Seiceáil an léarscáil leis na gearrthacha cumhachta i do cheantar a fheiceáil. I gcás mórghearradh cumhachta, seans go mbeadh sé ní b'éasca d'éirchód a chur isteach sa réimse cuardaigh ag barr an leathanaigh ar chlé le do shuíomh a aimsiú. Mar mhalairt air sin, is féidir leat na cnaipí móide agus lúide sa chúinne ag an mbun ar dheis a úsáid le zúmáil isteach ar an léarscáil.
- Faigh amach cén t-am a mheastar a dtiocfaidh an chumhacht ar ais.
- Nuair a osclaíonn tú loch tar an léarscáil is féidir léat cliceáil ar "Coinnigh ar an éolas mé" chun tuairisci uathoibriocha chun dáta a fháil mar théacstéachtairéacht nó r-phost go dti go mbéidh an chumhacht curtha ar aís.



powercheck.ie

CÁBLAÍ LEICTREACHAIS FAOI THALAMH A SHEACHAINT

DIAILIGH SULA dTOSAÍONN TÚ AG TOCHAILT

Más conraitheoir foirgníochta nó duine aonair thú atá ag pleanáil tabhairt faoi obair thochailte, is féidir leat faisnéis léarscáil-bhunaithe a fháil maidir le suíomh cáblaí fothalún agus suiteálacha eile ESB Networks trí theagmháil a dhéanamh le Lár-Oifig Léarscáilithe Líonra ESB Networks.

Sula dtosaíonn tú ar aon obair thochailté, séol an fhaisnéis séo a léanas tríd an ríomhphost chuig dig@ésb.ié
0R phoné **1800 372 757** or **021 2386555**

- Séoladh iomlán an láithréáin, an tÉirchód san áiréamh
- Comhordanáidí géografacha an láithréáin
- Léarscáil dén chéantar (séat scáiléáin ó Googlé Maps, cuir i gcás)
- Ainm agus séoladh ríomhphoist is féidir linn a úsáid léis an léarscáil iarrtha a chur chugat

Gheobháidh tú do léárscáil tráth nách déánáí ná deich lá tár éis á hiárrthá.

Tabhair faoi deara: i gcasanna eigeandala, is feidir leis an Lar-Oifig Learscailithe Lionra in ESB Networks learscaileanna a chur ar fail lena mbailiu.

DOC - 171213-BQJ Leag. Meán Fómhair 2023

TEAGMHÁIL A DHÉANAMH LINN

I gCÁS ÉIGEANDÁLA NÓ TEIP SOLÁTHAIR, NÓ LE CÁSANNA CONTÚIRTEACHA A THUAIRISCIÚ
(m.sh. línte cumhachta leagtha)

GLAOIGH **1800 372 999** (seirbhís 24 uair an chloig/7 lá)

FIOSRUITHE GINEARÁLTA

Le haghaidh ceann ar bith de na nithe seo a leanas:

- Nasc leictreachais le do theach nó áitreabh nua
- Acmhainn mhéadaithe/laghdaithe (MIC)- le haghaidh custaiméirí gnó
- Athruithe do línte lasnairde/cháblaí fothalún
- Athshuí méadair
- Seirbhísí léite méadar
- Fiosruithe maidir le voltas
- Fiosruithe maidir le cáilíocht an tsoláthair
- Gineadóirí a nascadh leis an líonra leictreachais

Fón: **1800 372 757** nó **021 2386555**
8.30 r.n. – 6.00 i.n. Luan go hAoine
8.30 r.n. – 1.30 i.n. ar an Satharn

R-phost **esbnetworks@esb.ie**

@ESBNetworks @ESBNetworks

Tabhair do d'aire: *Má bhaineann d'fhiosrú le méadair íoc-mar-a-úsáidtear nó méadair eochairchip, iarrtar ort teagmháil a dhéanamh le do sholáthraí leictreachais.*

NAISC NUA

Is féidir leat iarratas a dhéanamh ar líne:
www.esbnetworks.ie/new-connections

LÉAMHA MÉADAIR

Le do léamh méadair a chur isteach:

Fón: **1800 337 777** nó **021 2386444**

R-phost: **reading@esb.ie**

Cliceáil: **https://www.esbnetworks.ie/existing-connection/meters-readings/submit-a-meter-reading**

Téacsáil do léamh chuig **087 960 9223** san fhormáid: MPRN (spás), an Léamh.

AISEOLAS AGUS GEARÁIN

Is aidhm linn seirbhís den scoth a chur ar fáil do chustaiméirí i gcónaí. Fáiltímid roimh aiseolas ó chustaiméirí. Má tá fiosrú agat, nó más mian leat gearán a dhéanamh, déan teagmháil leis an Ionad Teagmhála Náisiúnta do Chustaiméirí.

Fón: **1800 372 757** nó **021 2386555**
8.30 r.n. – 6.00 i.n. Luan go hAoine
8.30 r.n. – 1.30 i.n. ar an Satharn

R-phost: **esbnetworks.complaints@esb.ie**

Post: **Caidreamh le Custaiméirí,**
ESB Networks,
Bóthar an tSáirséalaigh, Wilton,
Corcaigh, T12 E367.

FIOSRUITHE MAIDIR LEIS AN MÉADRÚ CLISTE:

Fón: **1800 928 123 (01 6985005),** Luan go hAoine 8.30 r.n. – 6 i.n. seachas laethanta saoire poiblí.

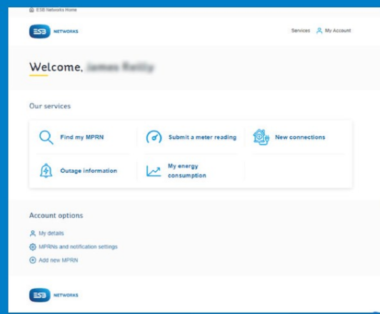
CUIMHNIGH

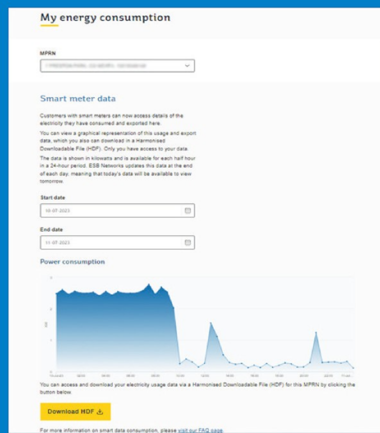
Bíodh d'uimhir MPRN ESB Networks ar láimh nuair a chuireann tú glao orainn – uimhir 11 digit dar tús M10 í sin a thaispeántar ar do bhille leictreachais.

DO CHUNTAS AR LÍNE ESB NETWORKS

Is é Cuntas ar Líne ESB Networks ár n-ardán féinfhreastail, a chuireann ar chumas custaiméirí rochtain a fháil ar phríomhsheirbhísí dár gcuid am ar bith. Le do Chuntas ar Líne ESB Networks, beidh teacht agat ar neart seirbhísí, na cinn seo ina measc:

- Breathnú ar shonraí tomhaltais agus micrighiniúna leictreachais ó do mhéadar cliste
- D'Uimhir Thagartha Mhéadarphointe (MPRN) a aimsiú
- Léamh méadair a chur isteach
- Iarratas a dhéanamh ar nasc nua
- Breathnú ar stádas d'áitribh ó thaobh gearradh cumhachta de
- Duaiseanna 'An Am Maith é Seo?' – d'fhéadfá duaiseanna a fháil fiú as smacht a choinneáil ar an leictreachas atá á úsáid i do theach nuair a iarrtar ort déanamh amhlaidh.





CHUN CUNTAS AR LÍNE ESB NETWORKS A CHRUTHÚ, BEIDH NA NITHE SEO A LEANAS AG TEASTÁIL UAIT:

- D'Uimhir Thagartha Mhéadarphointe (MPRN), a bhíonn ar do bhille leictreachais. De rogha air sin, mura bhfuil do MPRN ar eolas agat is féidir leat uimhir d'fhóin póca a úsáid le clárú – chun do chuid sonraí a chosaint, iarrfaimid ort próiseas fíordheimhnithe dhá fhachtóir a chomhlánú.
- Is tábhachtach an rud é go dtabharfaidh tú an t-ainm agus an uimhir fóin póca chéanna dúinne agus a thug tú do do sholáthraí leictreachais.

Téigh chuig https://myaccount.esbnetworks.ie

FREASTAL AR GACH UILE CHUSTAIMÉIR LEICTREACHAIS

Ag ESB Networks, táimid ag cur líonra leictreachais ar fáil chun ár 2.4 milliún custaiméir a chumhachtú gach lá le roghanna agus solúbthacht maidir leis an mbealach a ndéanann siad leictreachas a úsáid, a ghiniúint, a thrádáil agus a stóráil. Trí infheistíocht a dhéanamh inár gcumas teicniúil agus trí chomhoibriú lenár gcuid comhpháirtithe, táimid ag forbairt líonra leictreachais sábháilte agus seasmhach a sheasfaidh an aimsir. Táimid ag cur le chéile chun an bealach a réiteach don saol glan leictreach in Éirinn trí theas agus iompar a leictriú, chomh maith le foinsí in-athnuaite a nascadh ar scála leis an líonra leictreachais.

Tá líonra leictreachais na todhchaí á sholáthar againn, agus é deartha chun freastal ar gach uile chustaiméir leictreachais agus chun sochaí neodrach a chinntiú in Éirinn.

TEAGMHÁIL A DHÉANAMH LINN

Leagtar amach sa doiciméad seo na bealaí ar féidir leat teagmháil a dhéanamh linn maidir le fiosruithe ginearálta, léamha méadair, naisc nua, fiosruithe faoi mhéadair chliste, gearrthacha cumhachta, nithe is údar imní maidir le cúrsaí sábháilteachta agus gearán ar bith.

Roinntear ár n-oibríochtaí i bPoblacht na hÉireann sna **sé réigiún** seo a leanas:

NETWORKS

An Ceannáras
ESB Networks, An Cheannoifig, Bóthar Bhaile na Lobhar, Baile, Átha Cliath 18, D18XN80

Réigiún an Oirthuaiscirt
Bóthar San Maighréad, Fionnghlas, Baile Átha Cliath 11
D11X3W7

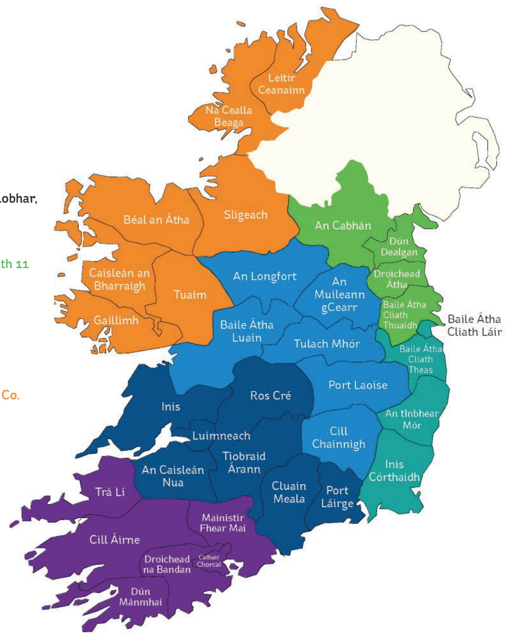
An Réigiún Láir
Bóthar Mhainistir Laoise, Port Laoise, Co. Laoise.
R32 HRO2

Réigiún an Iarthuaiscirt
Bóthar Pháirc Ghnó lios Naíonán. Leitir Ceanainn, Co. Dhún na nGall. F92 K102

Réigiún an Oirdheiscirt
Bóthar Bháile na Lobhar, Baile Átha Cliath 18.
D18XN80

An Réigiún Theas Láir
Ros Uí Bhriain, luimneach.
V94 A5D2

Réigiún an Iardheiscirt
Bóthar an tSárséalaigh. Wilton, Corcaigh.
T12E367



Mar fhochuideachta de Ghrúpa ESB, is muidne oibreoirí ceadúnaithe an chórais dáileacháin leictreachais i bPoblacht na hÉireann.

Is é ESB Networks CGA Oibreoir Neamhspleách an Chórais Dáileacháin (DSO) agus oibríonn sé faoi cheadúnas ón gCoimisiún um Rialáil Fóntas (CRU).

ESB NETWORKS

DÉAN TEAGMHÁIL LINN

Do Threoir Faisnéise Achomair