



# Safe Electric Scheme Customer Charter

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## 1. Definitions

<b>Applicant</b>	means the electrical contractor applying to become a REC;
<b>Commission</b>	means the Commission for Regulation of Utilities as established further to the 1999 Act;
<b>Criteria Document</b>	means the Criteria Document which is specified and published by the Commission pursuant to the Act and as may be amended from time to time;
<b>CRU</b>	Commission for Regulation of Utilities
<b>DSO or Distribution System Operator</b>	means any person holding the licence granted under Section 14(1)(g) of the 1999 Act;
<b>Registered Electrical Contractor or REC</b>	means any party who is registered by the Body pursuant to the Act and who has not had their Registration suspended or revoked by the Body;
<b>Safe Electric Scheme</b>	The Electric Safety Supervisory Body
<b>Safe Energy Ireland</b>	Appointed as the Safety Supervisory Body by the Commission for Regulation of Utilities
<b>SSB</b>	Safety Supervisory Body

## 1. Introduction

SGS Ireland has been appointed as the SSB by the Commission for Regulation of Utilities to carry out the function of regulating electrical contractors (RECs) with respect to safety on its behalf. The SSB will execute this function under the name Safe Energy Ireland. The regulation of electrical contractors will be perused under the Safe Electric Scheme. The objective of the Safe Electric Scheme is to protect the safety interest of customers with respect to electrical installation activities through a regulatory system which provides for electrical works to be carried out, tested, certified and inspected in compliance with the appropriate technical rules/standards.

## 2. Our Mission

By regulating the RECs, we want to improve the safety of electrical installations and reduce the number of accidents caused by unsafe installations.

### 3. Our Values

We attached great importance in providing a professional, efficient and cost-effective service to both RECs and consumers. Politeness, helpfulness and integrity are key values required from our staff. We respect the principles of equality and the diversity of our customers, in the delivery of our services.

### 4. Our Commitments

#### 5.1 Visiting Us

Visitors to the ESSB's front offices will be assisted in a professional and efficient manner to collect and purchase their certificates. Our helpful and qualified staff will be pleased to advise visitors on SSB's regulatory regime and its requirements. In the event a query cannot be answered by an agent your details will be added to a call back list via our ticketing system and our agents will contact you within 2 working days with a response.

#### 5.2 Visiting our website

We will provide a user-friendly, accessible, and informative website, that can be accessed across a variety of platforms such as tablets, phones, laptops and PCs. We will ensure that websites under our control are continually developed and kept up to date. We will ensure that customers and Safe Electric Scheme members are kept informed of any regulatory changes and consulted where appropriate. We will ensure that our publications are clear and concise, respond to people's needs and are available on our website.

#### 5.3 Privacy and Data protection

We will respect our customers' privacy and accordingly will comply with our Privacy Statement and Data Protection Policy.

#### 5.4 Contacting Us

The ESSB can be contacted by telephone, post, email or through our website at [safelectric.ie](http://safelectric.ie)

## 5.5 Phone Queries

- When you call our phone line, your call will be dealt with efficiently and you will be treated with courtesy and respect.
- All general phone queries from the public, Safe Electric Scheme members or other stakeholders will be responded to and actioned within 2 working days.
- All callers are directed to an ESSB staff member who can deal with your query in an efficient manner.
- All Safe Electric Scheme staff members identify themselves by first name when answering each call.
- Response by the Safe Electric Scheme staff to a voicemail is within 2 working days

## 5.6 Post Queries

- All general post queries from the public, Safe Electric Scheme members or other stakeholders will be responded to and actioned within 2 working days.

## 5.7 Email Queries

- All general email queries from the public, Safe Electric Scheme members or other stakeholders will be responded to and actioned within 2 working days.

## 5.8 Diversity & Equality

We respect the principles of equality and the diversity of our customers, in the delivery of our services.

## 5.9 Complaints / Appeal Procedure

The complaint and appeal procedure is outlined on our web site ([safeelectric.ie](http://safeelectric.ie)). The completed complaint form, when received, will be recorded, acknowledged and dealt with in the most efficient and fair manner.

## 5.10 Evaluation of our Commitments

We have defined criteria to evaluate our performance against each of our commitments and will regularly seek feedback on the quality of the services we provide. We will report periodically on our performance against each of these criteria to the Management Committee.

### 5.11 How to contact us:

Address: All post can be sent to PO Box 13560, Galway

Telephone: All calls can be made to 091 - 480974 (office hours: 8.30 am to 5 pm, Mon-Fri)

Our Certificate Sales hotline is 091- 480976

Email: TBC