



Customer Charter



Dear Customer,

Panda is committed to providing you the highest standards in the provision of energy services. We pride ourselves on excellent customer service and training. Customer satisfaction is at the heart of our ethos and we promise to continue our commitment to you.

We have written 7 Code of Practice which outline our service standards to you and we guarantee to follow them. These include the following:

1. Code of Practice on Customer Billing & Disconnection
2. Code of Practice on Marketing & Advertisement
3. Code of Practice on Sign Up
4. Code of Practice on Vulnerable Customers
5. Code of Practice on Complaints Handling
6. Code of Practice on 'Pay As You Go' Metering
7. Code of Practice on Smart Services

I personally want to thank you for your valued custom and look forward to continuing our service to you.

Yours sincerely,
Brendan Traynor
Managing Director

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Our Service Commitments

Easy Customer Contact

We offer a number of ways in which you can contact us. You can contact us by email, by telephone, by post or by visiting our website. Please see our details below:

- Phone Lo-call: 01 829 8992
- Email: CustomerCare.Energy@Panda.ie
- Address: Head Office, Ballymount Road Upper, Ballymount, Dublin 24
- Website: www.panda.ie

Easy to Understand Bill

Panda set out to ensure that your bill is detailed and easy to understand. Please see our Code of Practice on Customer Billing and Disconnection.

Clear Complaints Procedure

Panda aim to settle all issues as quickly as we can. If you write to us with a complaint, we will acknowledge your complaint and respond within ten working days. You can escalate your complaint, if you are unhappy with the initial response. Within eight weeks, all complaints will be resolved, or an action plan will be put in place that has been agreed with you. Please see our Code of Practice on Complaints Handling.

Fair Marketing

Panda is committed to protecting you against unwanted, misleading and unfair marketing material. Our marketing material supports our methods of communication. Our aim is to be clear and unambiguous. All products to which the material relates will be clearly specified. Please see our Code of Practice on Marketing and Advertising.

Removal from Marketing List

Panda believes every customer has a right to privacy. We use your personal information only for the purposes of marketing. When a customer asks to be removed from our database, our database is updated to reflect their intention of no further contact in relation to direct marketing promotions. Please see our Code of Practice on Marketing and Advertising.

Special Support for Vulnerable Customers

Panda have a range of services for customers who are critically dependent on energy supplies, for customers who are particularly vulnerable to disconnection during winter months and have special communication requirements. Please see our Code of Practice on Vulnerable Customers.

Service Delivery

At Panda, we aim to be transparent and treat our customers fairly. When you have a problem, we will do our best to find the right solution. If you have concerns paying your bill or owe us money, call us and we will seek to create a suitable payment plan. Disconnection only occurs in extreme circumstances after every possible solution has been exercised. Please see our Code of Practice on Disconnection.

Pay As You Go Billing

Where a customer has a Pay as you Go Meter, you will receive a statement at least once but to a maximum of three times a year. This statement will include the customer's consumption with a breakdown of payments made to Panda. Please see our Code of Practice on pay as you go.

Compensation/Credit/Refunds Guaranteed

If we break our guarantees, as a Panda customer you are entitled to a credit of €30.00 which will be applied to your account within one billing period. If we agree that you are to receive a credit or refund on your account where an estimated reading was lower or for any other reason, you will receive it no later than two months after the reading has taken place.

Further Information

Your Statutory Rights

We will always aim to do our utmost to meet the above commitments, but there may be rare occasions where we are unable to do so for reasons outside of our control (for example, where network operators or other suppliers are involved). In these instances, there may be times where our ability to deliver on these commitments is compromised

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 Panda Power. Our detailed Terms & Conditions of Business and the other Guidance documents referred to here in this document can be viewed online at our company web site or by asking us to post them to you.

Contact Details

Please see our details below:

- Phone: 01 829 8992
- Email: CustomerCare.Energy@Panda.ie
- Address: Head Office, Ballymount Road Upper, Ballymount, Dublin 24
- Website: www.pandapower.ie

****Please note that to maintain the highest level of service we may monitor and record calls****