

**Scéim na
dTeangacha
Oifigiúla - ESB**

**ESB Official
Languages
Scheme**

2008-2011

2008-2011

faoi Alt 11 d'Acht na
dTeangacha Oifigiúla, 2003

under Section 11 of the
Official Languages Act, 2003



Ábhar

1 Réamhrá & Cúlra

1.1	Forbhreathnú ar Bhord Soláthair an Leictreachais	4
1.2	Ullmhú na Scéime	6
1.3	Ábhar agus Cuspóirí na Scéime	8
1.4	Dáta Tosaithe na Scéime	8

2 Measúnaithe

2.1	Príomh-mhodhanna Cumarsáide leis an bPobal	10
2.2	Measúnú ar Sheirbhísí ar fáil trí mheán na Gaeilge Amháin	10
2.3	Measúnú ar Sheirbhísí ar fáil trí mheán an Bhéarla Amháin	10
2.4	Measúnú ar a Mhéid atá Seirbhísí ar fáil trí mheán na Gaeilge agus trí mheán an Bhéarla	12

3 Feabhsanna

3.1	Feabhas a chur ar Sheirbhísí atá le bheith curtha ar fáil go Dátheangach	14
3.2	Áiteanna oibre i gCeantair Ghaeltachta	16
3.3	Oiliúint Foirne	16
3.4	Córais Faisnéise	16
3.5	Beartas maidir le Cruinnithe Poiblí	18
3.6	Seirbhísí Gutháin agus Fógraí ó Bhéal	18
3.7	Bearta Fógraíochta	18

4 Cur i bhFeidhm

4.1	Cur i bhfeidhm, Monatóireacht agus Athbhreithniú	20
4.2	An Scéim Aontaithe a Phoiblíú	20

Contents

1 Introduction & Background

1.1	Overview of the Electricity Supply Board	5
1.2	Preparation of the Scheme	7
1.3	The Content and Objectives of the Scheme	9
1.4	Commencement Date of Scheme	9

2 Assessments

2.1	Principal means of Communication with the Public	11
2.2	Assessment of Services available through Irish Only	11
2.3	Assessment of Services available through English Only	11
2.4	Assessment of Extent to which Services are available through Irish and English	13

3 Enhancements

3.1	Enhancement of Services to be provided Bilingually	15
3.2	Work Places in the Gaeltacht Areas	17
3.3	Staff Training	17
3.4	Information Systems	17
3.5	Public Meetings Policy	19
3.6	Telephone Services & Oral Announcements	19
3.7	Promotional Measures	19

4 Implementation

4.1	Implementation, Monitoring and Revision	21
4.2	Publicising of Agreed Scheme	21

Caibidil 1 Réamhrá agus Cúlra

1.1 Forbhreathnú ar Bhord Soláthair an Leictreachais

Bunaithe i 1927, is corparáid reachtúil é Bord Soláthair an Leictreachais (ESB). Tá 95 faoin gcéad de faoi úinéireacht Rialtas na hÉireann agus tá an chuid eile den stoc i seilbh iontaobhas scaireanna fostaithe.

Is fónas atá comhtháite go hingearach é ESB agus fostaíonn sé thart ar 7,500 duine a oibríonn sna réimsí seo a leanas;

Giniúint Cumhachta ESB: feidhmíonn sé raon stáisiúin ghiniúna cumhachta arb ionann iad agus 4.650 MW san iomlán, agus a chlúdaíonn giniúint hidrileictreach agus stáisiúin a fhaigheann cumhacht ó ghual, ola, gás agus móin. In 2006 bhí scair 52% den mhargadh ag Giniúint Cumhachta ESB. Ní dhéanann Giniúint Cumhachta ESB ach idirghníomhaíocht theoranta leis an bpobal.

Soláthar do Chustaiméirí ESB: soláthraíonn sé leictreachas do 1.9 milliún custaiméir. Is iad na seirbhísí príomhúla a chuireann Soláthar do Chustaiméirí ESB ar fáil ná billeáil custaiméirí, bainistiú cuntas do chustaiméirí agus déileáil le ceisteanna ó chustaiméirí, e.g. ar ghuthán, ríomhphost, facs agus tríd an bpost.

In 2006 eisíodh breis agus 12 milliún bille agus bailíodh níos mó ná 15 milliún íocaíocht. Is é an pointe teagmhála príomhúil do chustaiméirí Ionad Náisiúnta Teagmhála Custaiméirí ESB a dhéileálann le ceithre mhíilliún glao in aghaidh na bliana.

Gréasáin ESB: is é seo úinéir an chórais tarchuir ardvoltais agus úinéir agus oibreoir an chórais dailte meán voltais agus voltais níos ísle. Cuireann sé seirbhísí ar fáil do na custaiméirí leictreachais uile agus do ghineadóirí agus soláthraithe uile an leictreachais.

Is iad seo a leanas roinnt de na seirbhísí príomhúla a chuireann Gréasáin ESB ar fáil:

- Naisc nua leis na líonraí leictreachais, lena n-áirítear dearadh líonraí
- Athruithe ar naisc reatha (e.g. línte, méadair a bhogadh)
- Uasghrádú nasc reatha mar thoradh ar riachtanais mhéadaithe custaiméirí
- Fadhbanna le cáilíocht an tsoláthair a réiteach (e.g. fadhbanna le voltas)
- Lochtanna ar an líonra a dheisiú
- Léamh na méadar
- Cothabháil an líonra
- Fógra a thabhairt faoi idir bhristeacha sa soláthar chun obair ar na Líonraí a éascú
- Ceadanna slí a sheirbheáil.

ESB Idirnáisiúnta: tá sé freagrach as gnó idirnáisiúnta ESB, as gnóthaí giniúna agus soláthair neamhspleácha (i.e. neamhrialaithe) ESB agus as infheistíochtaí ESB i bhfuinneamh in-athnuaite.

Cuireann Ionad Corparáideach ESB i mBaile Átha Cliath seirbhísí gairmiúla agus riaracháin ar fáil chun tacú le gnó an Ghrúpa.

Custaiméirí agus Cliaint: Is ionann cliaint príomhúla agus bonn custaiméirí ESB agus:

- Thart ar 2 mhíilliún custaiméir
- Na gineadóirí leictreachais uile a úsáideann bonneagar Gréasáin ESB
- Lucht leasmhar cosúil leis an Rialtas agus comhlachtaí poiblí
- An pobal gnó a bhíonn ag brath ar ESB chun an bonneagar leictreachais riachtanach a sholáthar
- Fostaithe ESB agus ceardchumann.

Chapter 1 Introduction & Background

1.1 Overview of the Electricity Supply Board

Founded in 1927, the Electricity Supply Board (ESB) is a statutory corporation. It is 95 per cent owned by the Government of Ireland, with the remaining stock held by an employee share trust.

ESB is a vertically integrated utility and employs approximately 7,500 people who work in the following areas;

ESB Power Generation: operates a range of electricity generating stations totalling 4.650 MW covering hydro-electric generation, and stations powered by coal, oil, gas and peat. In 2006 ESB Power Generation had 52% market share. ESB Power Generation has limited interaction with the public.

ESB Customer Supply: supplies electricity to 1.9 million customers. The principal services provided by ESB Customer Supply include billing of customers, account management for customers and dealing with customer queries, e.g. by telephone, e-mail, fax and letter.

In 2006, over 12 million bills were issued and over 15 million payments collected. The primary contact point for customers is ESB's National Customer Contact Centre which handles four million calls annually.

ESB Networks: is the owner of the high voltage transmission system and the owner and operator of the medium and lower voltage distribution system. It provides services to all electricity customers and to all generators and suppliers of electricity.

The principal services provided by ESB Networks include:

- New connections to the electricity networks including design of networks
- Alterations to existing connections (e.g. moving lines, meters)
- Upgrading of existing connections due to increased customer needs
- Resolving problems with quality of supply (e.g. voltage problems)
- Network fault repairs
- Meter reading
- Network maintenance
- Notification of interruptions of supply to facilitate work on the Networks
- Serving of way-leaves.

ESB International: is responsible for ESB's international business, for ESB's independent (i.e. non-regulated) generation and supply businesses and for ESB's investments in renewable energy.

ESB Corporate Centre in Dublin provides professional and administrative services to support the Group's business.

Customers and Clients: ESB's key clients and customer base are:

- Approximately 2 million customers
- All electricity generators who use ESB Networks infrastructure
- Stakeholders such as Government and public bodies
- The business community who rely on ESB to provide the necessary electricity infrastructure
- ESB employees and trade unions.

1.2 Ullmhú na Scéime

Ullmhaíodh an scéim seo faoi Alt 11 d'Acht na dTeangacha Oifigiúla 2003 ("an tAcht") agus dréachtaíodh é de réir na dTreoirí faoi Alt 12 d'Acht na dTeangacha Oifigiúla a d'eisigh an Roinn Pobail, Tuaithe agus Gaeltachta i mí Mheán Fómhair 2004.

Déanann Alt 11 den Acht foráil d'ullmhú scéime reachtúla ag comhlachtaí poiblí chun cur síos a dhéanamh ar na seirbhísí a bheartaíonn siad a sholáthar

- Trí mheán na Gaeilge amháin,
- Trí mheán an Bhéarla amháin,
- Trí mheán na Gaeilge agus an Bhéarla araon agus
- Na bearta a chuirfeadh i bhfeidhm chun a chinntiú go mbeidh aon seirbhísí nach gcuireann an comhlacht ar fáil trí mheán na Gaeilge curtha ar fáil trí mheán na teanga sin laistigh de fhráma ama aontaithe.

D'fhoilsigh ESB fógra faoi Alt 13 den Acht an 10 Deireadh Fómhair, 2007, ag lorg aighneachtaí ó pháirtithe leasmhara i ndáil le hullmhú na dréachtscéime. Tá na haighneachtaí uile a rinneadh ar fáil ar láithreán gréasáin ESB www.esb.ie. Thug na haighneachtaí seo agus dearcaí agus moltaí ó bhfoireann treoir don scéim. Chabhraigh meitheal ina raibh ionadaithe ó réimsí gnó ábhartha ESB le dréachtú na scéime. Beidh ceannaire tionscadail ainmnithe freagrach as monatóireacht agus athbhreithniú a dhéanamh ar an scéim, agus tabharfaidh sé nó sí tuairisc do Rúnaí na Cuideachta. Trí chomhaontú leis an Aire, ní chlúdaíonn an Scéim seo ach Soláthar do Chustaiméirí ESB agus Líonraí ESB toisc gurb iad sin na gnóthaí a dhéanann an t-idirghníomhú is mó lena chustaiméirí.

1.2 Preparation of the Scheme

This scheme was prepared under Section 11 of the Official Languages Act 2003 (“the Act”) and has been drawn up in accordance with the Guidelines under Section 12 of the Official Languages Act 2003 issued by the Department of Community, Rural and Gaeltacht Affairs in September 2004.

Section 11 of the Act provides for the preparation by public bodies of a statutory scheme detailing the services they propose to provide

- Exclusively through the medium of Irish,
- Exclusively through the medium of English,
- Through the medium of both Irish and English and
- The measures to be adopted to ensure that any services not provided by the body through the medium of the Irish language will be so provided within an agreed timeframe.

ESB published a notice under Section 13 of the Act on October 10th, 2007 inviting submissions in relation to the preparation of the draft scheme from interested parties. All submissions made are available on ESB’s website at www.esb.ie. The scheme has been informed by these submissions and views and suggestions put forward by staff. A working group comprising representatives from the relevant business areas of ESB has assisted in drafting the scheme. Responsibility for monitoring and reviewing the scheme will rest with a designated project leader reporting to the Company Secretary. By agreement with the Minister this Scheme covers ESB Customer Supply and ESB Networks only as these businesses are ESB’s main interface with its customers.



1.3 Ábhar agus Cuspóirí na Scéime

Is é cuspóir príomhúil na Scéime a chinntiú go gcuireann ESB seirbhísí lárnacha ar fáil dá chustaiméirí san dá theanga oifigiúla agus chun forbairt bhreise a dhéanamh ar an tseirbhís a chuireann ESB ar fáil do chustaiméirí trí mheán na Gaeilge, faoi réir an choinníll, agus faoi réir sin amháin, go seachnófar costais thoirmeascacha.

Cuireann an scéim le tiomantas fadréimhseach ESB don Ghaeilge. Mar shampla:



- Tá rogha ann le fada billí custaiméara a fháil trí mheán na Gaeilge
- De réir bheartas ESB, cuirtear cruinnithe poiblí i gceantair Ghaeltachta ar siúl go dátheangach ar a laghad
- Táirgtear teachtaireachtaí do chustaiméirí cosúil le Cairt na gCustaiméirí san dá theanga oifigiúla agus déantar fógraíocht sna meáin chumarsáide san dá theanga ar bhonn rialta
- Thar na blianta, cuireadh raon clár Gaeilge ar fáil don fhoireann
- Is é beartas ESB i gcónaí cabhrú le custaiméirí a theastaíonn uathu cumarsáid a dhéanamh leis an gcuideachta trí mheán na Gaeilge.

Agus é tiomanta ar bhealaí éagsúla d'fhorbairt na Gaeilge leis na cianta, tuigeann ESB anois go leagann Acht na dTeangacha Oifigiúla 2003, béim nua ar an ngné seo dá sheirbhís, agus glacfaidh sé leis an Acht ar bhealach dearfach.

Cuireann an scéim leis an méid a chuirtear seirbhísí ESB ar fáil trí mheán na Gaeilge faoi láthair. Ainmnítear na réimsí ina gcuirfead feabhas breise ar an tseirbhís soláthraithe ag ESB i gcorp na scéime.

Déanfaidh ESB sástacht custaiméirí le soláthar na seirbhísí trí mheán na Gaeilge a thomhas ar bhonn débhlíantúil trí shuirbhéanna taighde.

1.4 Dáta Tosaithe na Scéime

Dhearbhaigh an tAire Gnóthaí Pobail, Tuaithe & Gaeltachta an scéim seo. Tíocfaidh an scéim i bhfeidhm an (17 Márta 2008) agus beidh sí i bhfeidhm ar feadh tréimhse 3 bliana ón dáta sin nó go dtí go ndearbhóidh an tAire scéim nua de bhun Alt 15 den Acht, cibé ceann acu is túisce.

1.3 The Content and Objectives of the Scheme

The primary objective of the Scheme is to ensure that ESB provides core services to customers in both official languages and to develop further ESB's customer service through Irish, subject only to avoiding prohibitive costs.

The scheme builds on ESB's long-standing commitment to the Irish language. For example:

- The option of customer bills through Irish is long-standing
- It is ESB policy that public meetings in Gaeltacht area are conducted at least bilingually
- Customer communications such as the Customer Charter are produced in both official languages and media advertising is through both on a regular basis
- Over many years a range of Irish language programmes have been offered to staff
- ESB's policy always has been that customers who wished to communicate with the company through Irish were facilitated.

Having committed itself in a variety of ways to Irish-language development over the years, ESB now recognises the new emphasis placed upon this aspect of its service by the Official Languages Act 2003, and will approach the Act in a positive way.

The scheme builds on the extent to which services provided by ESB are currently available through Irish. Areas for future enhancement of the service provided by ESB are identified in the body of the scheme.

ESB will measure customers' satisfaction with the provision of services through Irish on a bi-annual basis through research surveys.

1.4 Commencement Date of Scheme

This scheme has been confirmed by the Minister for Community, Rural & Gaeltacht Affairs. The scheme takes effect from (17th March 2008) and shall remain in force for a period of 3 years from this date or until a new scheme has been confirmed by the Minister pursuant to Section 15 of the Act, whichever is the earlier.

Caibidil 2 Measúnaithe agus Torthaí

2.1 Príomh-mhodhanna Cumarsáide leis an bPobal

Is iad seo a leanas na príomh-bhealaí ar a ndéanann ESB cumarsáid lena chustaiméirí:

- Billí Leictreachais
- Bileoga eolais agus Bróisiúir
- Comhfhreagras, Glaonna gutháin agus teachtaireachtaí ríomhphoist
- Foirmeacha iarratais coitianta
- Eisiúintí leis na Meáin agus Preaseisiúintí
- Fógraí
- Óráidí nó ráitis ó phearsanra ESB
- Láithreán Gréasáin.

2.2 Measúnú ar Sheirbhísí ar fáil trí mheán na Gaeilge Amháin

Ní chuireann ESB aon seirbhísí ar fáil dá chustaiméirí trí mheán na Gaeilge amháin.

2.3 Measúnú ar Sheirbhísí ar fáil trí mheán an Bhéarla Amháin

Is iad seo a leanas roinnt de na seirbhísí a chuireann ESB ar fáil trí mheán an Bhéarla amháin i láthair na huaire:

- 2.3.1** Córas freagartha gutháin uathoibríoch le hAithint Gutha Idirghníomhach (IVR).
- 2.3.2** Córas scuaine gutháin do chustaiméirí atá ag rochtain an Ionaid Teagmhála Custaiméara.
- 2.3.3** Idirghníomhaíochtaí ar chuartheanna ar láithreáin lasmuigh de cheantair Ghaeltachta idir an pobal agus comhaltaí d'Fhoireann Ghréasáin ESB nach labhraíonn Gaeilge.
- 2.3.4** Faisnéis foilsithe as Béarla amháin roimh thús na Scéime.
- 2.3.5** De ghnáth, foilsítear cáipéisí teicniúla as Béarla amháin.
- 2.3.6** Teachtaireachtaí leictreonacha ag dul amach (e.g. Téacsteachtaireachtaí agus Teileafónaíocht Gutha Uathoibríoch (AVT) seolta ag Soláthar do Chustaiméirí ESB mar chuid dá chóras bainistíochta fíach).
- 2.3.7** Faoi láthair eisiúintí Líonraí ESB luachana agus sonraisc do sheirbhísí aon-uaire áirithe (e.g. naisc nua agus athruithe ar sheirbhís) trí mheán an Bhéarla amháin.
- 2.3.8** Faoi láthair, níl ach leagan Béarla den láithreán gréasáin ar fáil.

Chapter 2 Assessment Findings

2.1 Principle means of Communication with the Public

ESB's main communications with its customers include:

- Electricity Bills
- Information leaflets and Brochures
- Correspondence, Telephone calls and e-mails
- Common application forms
- Media and Press Releases
- Advertisements
- Speeches or statements by ESB personnel
- Web Site.



2.2 Assessment of Services available through Irish Only

ESB does not provide any services to its customers through Irish only.

2.3 Assessment of Services available through English Only

The services ESB currently provides in English only include:

- 2.3.1** Integrated Voice Recognition (IVR) automated telephone answering system.
- 2.3.2** Telephone queuing system for customers accessing the Customer Contact Centre.
- 2.3.3** Interactions between the public and ESB Networks staff who do not speak Irish, on site visits outside Gaeltacht areas.
- 2.3.4** Information published in English only prior to the commencement of the scheme.
- 2.3.5** Documents of a technical nature are normally published in English only.
- 2.3.6** Outbound electronic messages (e.g. Texts and Automated Voice Telephony (AVT) sent by ESB Customer Supply as part of its debt management system).
- 2.3.7** ESB Networks currently issues quotations and invoices for certain once-off services (e.g. new connections and service alterations) in English only.
- 2.3.8** Currently there is only an English language web site.

2.4 Measúnú ar a Mhéid atá Seirbhísí ar fáil trí mheán na Gaeilge agus trí mheán an Bhéarla

Cuirtear na seirbhísí seo a leanas ar fáil trí mheán an Bhéarla agus na Gaeilge:

- 2.4.1 Billí leictreachais; faoi láthair faigheann thart ar 9,000 custaiméir leagan Gaeilge dá mbillí.
- 2.4.2 Tá na bileoga eolais agus bróisiúir uile atá iniata le billí custaiméirí baile as Gaeilge agus as Béarla.
- 2.4.3 Tugann ESB freagraí as Gaeilge ar an gcomhfhreagras scríofa uile a fhaigheann sé as Gaeilge.
- 2.4.4 Faoi láthair, tá painéal de chainteoirí Gaeilge ar fáil do Sholáthar do Chustaiméirí ESB le linn an ghnáthlae oibre chun tacú le haonaid seirbhíse do chustaiméirí (an tIonad Náisiúnta Glaonna agus Billeáil agus Íocaíochtaí). Tá an fhoireann oilte chun custaiméirí a dhéanann iarratas dá leithéid a atreorú chuig baill foirne a labhraíonn Gaeilge, agus is féidir leis na baill foirne sin aon seirbhís a éilítear a chur i gcrích.
- 2.4.5 Faoi láthair tá painéal cainteoirí Gaeilge ar fáil do Líonraí ESB san Ionad Náisiúnta Glaonna le linn an ghnáthlae oibre.
- 2.4.6 Tá formhór na bhfoirmeacha agus na mbileog eolais gaolmhar a bhaineann le seirbhísí lárnacha ar fáil as Gaeilge agus as Béarla.
- 2.4.7 Tá baill foirne le Gaeilge ar fáil don ESB sa Phreasoifig agus faoi láthair, eisiúnta ESB a phreasráitis uile ón bPreasoifig trí mheán an Bhéarla agus na Gaeilge ar iarratas.
- 2.4.8 De réir bheartas ESB, cuirtear cruinnithe poiblí i gceantair Ghaeltachta ar siúl trí mheán na Gaeilge nó trí mheán na Gaeilge agus an Bhéarla.
- 2.4.9 Foilsítear leagan Gaeilge agus leagan Béarla de Thuarascáil Bhliantúil ESB de réir mar a éilíonn an tAcht.
- 2.4.10 Bunaíodh suímh Inlín dátheangach d'acmhainní Gaeilge i ESB.
- 2.4.11 De ghnáth, bíonn óráidí agus ráitis ó phearsanra ESB ar fáil sa teanga oifigiúil inar tugadh iad.



2.4 Assessment of Extent to which Services are available through Irish and English

The following services are currently provided in both English and Irish:

- 2.4.1 Electricity bills, currently some 9,000 customers avail of this service in Irish.
- 2.4.2 All information leaflets and brochures sent as inserts to domestic customers included with the bill are in both the Irish and English language.
- 2.4.3 ESB replies in Irish to all written correspondence received in Irish.
- 2.4.4 ESB Customer Supply currently has a panel of Irish speakers available during the normal working day to support customer service units (National Call Centre and Billing and Payments). Staff are trained to direct customers on request to Irish speaking staff to transact any of the services required.
- 2.4.5 ESB Networks currently has available to it a panel of Irish speakers in the National Call Centre during the normal working day.
- 2.4.6 Forms and associated information leaflets that relate to core services are for the most part available in Irish and English.
- 2.4.7 ESB has staff available in the Press Office competent in the Irish language and currently ESB issues all of its press statements from its Press Office in English and in Irish on request.
- 2.4.8 ESB's policy is to conduct public meetings in Gaeltacht areas in Irish or Irish and English.
- 2.4.9 ESB's Annual Report is published in Irish and in English as is required by the Act
- 2.4.10 A bilingual Intranet site for Irish language resources in ESB has been established.
- 2.4.11 Speeches and statements by ESB personnel are normally available in the official language of delivery.

Caibidil 3 Feabhsanna

3.1 Feabhas a chur ar Sheirbhísí atá le bheith curtha ar fáil go Dátheangach

Tá ESB tiomanta d'fheabhas a chur ar leibhéal na seirbhíse a chuireann sé ar fáil don phobal i gcoitinne trí mheán na Gaeilge, de réir cheanglais an Achta. Chun na críche sin, glacfaidh ESB na bearta sonracha seo a leanas:

- 3.1.1** Leanfaidh Seirbhís do Chustaiméirí ESB ar aghaidh ag cur billí as Gaeilge ar fáil dá chustaiméirí ar iarratas, agus méadóidh sé an fheasacht ar an áis sin go forghníomhach i rith shaol na Scéime.
- 3.1.2** Faoi láthair ní chuireann Líonraí ESB sonraisc agus litreacha luachana ar fáil trí mheán na Gaeilge, agus i rith shaol na Scéime cuirfear ar fáil sa teanga sin iad.
- 3.1.3** Beidh Bileoga Eolais agus Bróisiúir a scaiptear ar chustaiméirí ESB ar fáil as Gaeilge agus as Béarla fós.
- 3.1.4** Beidh foireann le Gaeilge ar fáil d'Ionad Náisiúnta Teagmhála ESB fós chun déileáil le custaiméirí agus leanfar ar aghaidh le hoiliúint agus tacaíocht don fhoireann sin.
- 3.1.5** Tá formhór na bhfoirmeacha iarratais do chustaiméirí ar fáil as Gaeilge agus as Béarla araon faoi láthair. I gcás go dtarlaíonn sé, go heisceachtúil, nach bhfuil ach leagan Béarla d'fhoirm ar fáil, cuirfear leagan Gaeilge ar fáil i rith shaol na Scéime seo.
- 3.1.6** Leanfaidh Preasoifig ESB ar aghaidh ag tabhairt freagraí as Gaeilge ar cheisteanna a chuirtear as Gaeilge, i scríbhinn agus ó bhéal. Ó thús na Scéime ar aghaidh, cuirfear leaganacha Gaeilge de na Preaseisiúintí uile ar fáil do na meáin áitiúla agus náisiúnta ar iarraidh sin dóibh.
- 3.1.7** Nuair atá scrípteanna ann d'óráidí agus ráitis ó Phearsanra ESB, de ghnáth bíonn siad ar fáil sa teanga oifigiúil inar tugadh iad. Mar sin féin, ó thús na Scéime ar aghaidh, déanfar aon iarratas réasúnta ar aistriúchán isteach sa teanga oifigiúil eile a mheas go fabhrach.
- 3.1.8** Cuirfear cáipéisí teicniúla a fhoilsítear as Béarla de ghnáth ar fáil as Gaeilge freisin, i gcásanna ar leith, má tá éileamh soiléir ó chustaiméirí orthu.
- 3.1.9** Le linn na Scéime, cuirfear leagan dátheangach de ghnéithe faisnéise lánacha láithreán gréasáin lánach Sholáthar do Chustaiméirí ESB agus Líonraí ESB ar fáil laistigh de chomhthéacs straitéis TF tríd is tríd.
- 3.1.10** Tá seirbhísí idirghníomhacha á dtabhairt isteach ar láithreán gréasáin ESB de réir a chéile. Le linn na scéime, déanfaidh eagraíocht TF ESB imscrúdú dearfach gníomhach ar inmharthanacht formáidí dátheangacha do na seirbhísí seo. Tabharfaidh toradh an scrúdaithe seo treoir dár dara Scéim Teanga.
- 3.1.11** Faoi láthair, tá an tseirbhís ciúála gutháin do chustaiméirí a chuireann glao ar an Ionad Náisiúnta Glaonna ar fáil as Béarla amháin. I rith shaol na Scéime, déanfaidh ESB imscrúdú dearfach gníomhach ar inmharthanacht formáide dátheangaí don tseirbhís seo.
- 3.1.12** Chun fócas a sholáthar d'fheabhsú leibhéal na seirbhíse curtha ar fáil trí mheán na Gaeilge, bhunaigh ESB an post Ceannaire Tionscadail, Acht na dTeangacha Oifigiúla. Tá ról tacaíochta lánach ag an oifigeach seo i ndáil leis na seirbhísí uile a bhaineann leis an nGaeilge i ESB.
- 3.1.13** Lena chois sin, tugann an Ceannaire Tionscadail cúnamh tacaíochta do bhaill foirne a dhéileálann le glaonna gutháin nó comhfhreagras scríofa nó leictreonach eile sa Ghaeilge.

Chapter 3 Enhancements

3.1 Enhancement of Services to be provided Bilingually

ESB is committed to enhancing the level of service it provides to the general public through the medium of Irish in line with the requirements of the Act. To this end ESB will adopt the following specific measures:

- 3.1.1 ESB Customer Supply will continue to provide, on request, bills to its domestic customers in the Irish language and will proactively increase awareness of this facility over the life time of the Scheme.
- 3.1.2 ESB Networks does not currently provide invoices and quotation letters in the Irish language and over the term of the Scheme these will be made available.
- 3.1.3 Information Leaflets and Brochures distributed to ESB customers will continue to be available in both Irish and English.
- 3.1.4 ESB's National Customer Contact Centre will continue to have staff competent in the Irish language available to deal with customers and will continue training and support for those staff.
- 3.1.5 Most customer application forms are currently available in Irish as well as English. Where exceptionally a form is available in English only, an Irish version will be made available during the life time of this Scheme.
- 3.1.6 ESB Press Office will continue to respond in Irish to Irish Language enquires whether written or oral. From the commencement of the Scheme, all Press Releases will be made available in Irish to local and national media on request.
- 3.1.7 Where scripts exist of speeches and statements by ESB Personnel these will normally be available in the official language of delivery. However, as from the commencement of the Scheme any reasonable request for a translation into the other official language will be favourably considered.
- 3.1.8 Documents of a technical nature which are normally published in English will be made available in Irish also, in particular cases, if there is a clear customer demand for this.
- 3.1.9 Over the duration of the Scheme a bi-lingual version of the core information elements of ESB Customer Supply and ESB Networks core web site will be provided within the context of an overall IT strategy.
- 3.1.10 Interactive services are progressively being introduced on ESB's web site. Over the duration of the scheme ESB IT organisation will positively and actively examine the viability of bilingual formats for these services. The result of this examination will inform our second Language Scheme.
- 3.1.11 The telephone queuing system for customers' accessing the National Call Centre is currently available in English only. Over the life time of the Scheme ESB will positively and actively examine the viability of a bilingual format for this service.
- 3.1.12 To provide a focus for enhancing the level of service provided through Irish, ESB has established the position of Project Leader, Official Languages Act. This officer has a central supporting role, for all Irish language-related services in ESB.
- 3.1.13 The Project Leader also provides back-up assistance for staff taking telephone calls or dealing with other written or electronic correspondence in the Irish language.

3.2 Áiteanna oibre i gceantair Ghaeltachta

Níl aon oifigí poiblí ag ESB i gceantair Ghaeltachta. Dúnadh roinnt iosta níos lú do thuairisciú foirne (nó tá siad á ndúnadh de réir a chéile) agus mar sin níl baint acu leis an Scéim seo. Tá sé beartaithe againn iosta mór nua a thógáil dár bhfoireann líonraí sa Ghaillimh, agus tá an suíomh atá molta faoi láthair sa Ghaeltacht. Ní bheidh sé sin ar fáil go dtí deireadh na tréimhse Scéime seo agus mar sin tabharfar aghaidh air sin sa chéad Scéim eile in ionad sa Scéim seo.

3.3 Oiliúint Foirne

- 3.3.1** Cuirfidh ESB an oiliúint foirne riachtanach ar fáil chun painéil de bhaill foirne a labhraíonn Gaeilge a choinneáil atá leordhóthanach le freagairt don éileamh ar sheirbhísí trí mheán na Gaeilge. Cuirfear oiliúint shonrach ar fháilteoirí agus ar bhaill foirne a dhéileálann go díreach leis an bpobal chun a chinntiú go ndéileáiltear le haon chumarsáid as Gaeilge a fhaigheann siad ar bhealach pras sásúil, láithreach nó tríd an ábhar a tharchur chuig ball foirne a labhraíonn Gaeilge.
- 3.3.2** Cuimseoidh Ionad Náisiúnta Teagmhála Custaiméirí ESB feacht ar an nGaeilge mar chuid de chúrsaí londuchtaithe agus cúrsaí oiliúna um Sheirbhís do Chustaiméirí chun a chinntiú go bhfuil an fhoireann ar an eolas faoi:
- Cén fáth a chuireann ESB beartas dátheangach i bhfeidhm
 - Comhthéacs agus cúlra an bheartais
 - Conas a rachaidh an beartas i bhfeidhm ar a gcuid oibre
- 3.3.3** I dteannta sin, tarraingeofar aird fhoireann uile ESB ar na tiomantais a dhéanann ESB sa scéim seo.

3.4 Córais Faisnéise

- 3.4.1** Bunóidh ESB seoltaí ríomhphoist ar leithligh do cheisteanna as Gaeilge.
- 3.4.2** Beidh an t-eolas faoi ainm agus post na n-údar ar theachtaireachtaí ríomhphoist as Gaeilge agus as Béarla i ndiaidh theacht i bhfeidhm na Scéime.
- 3.4.3** Faoi réir acmhainní a bheith ar fáil, de réir mar a thugtar córais faisnéise nua isteach, nó de réir mar a dhéantar córais reatha a uasghrádú, déanfaidh ESB imscrúdú gníomhach dearfach ar conas is féidir áiseanna dátheangacha nua a chuimsiú.
- 3.4.4** I rith shaol na scéime, i gcás teachtaireachtaí leictreonacha ag dul amach atá seolta ag Seirbhís do Chustaiméirí ESB (e.g. téacsteachtaireacht agus AVT) déanfaidh ESB imscrúdú gníomhach dearfach ar conas is féidir freastal ar chustaiméirí a bhfuil sé cláraithe fúthu go dteastaíonn uathu cumarsáid a dhéanamh trí mheán na Gaeilge.
- 3.4.5** Bhunaigh ESB suíomh inlín tiomanta don Ghaeilge agus leanfar ar aghaidh ag forbairt sin mar acmhainn foirne chun dátheangachas a chur chun cinn.

3.2 Work places in the Gaeltacht areas

ESB has no public offices in Gaeltacht areas. A number of smaller staff reporting depots have been (or are in the process of being) closed and therefore do not feature in this Scheme. It is our intention to build a large new depot for our Galway networks staff and the current proposed location is in the Gaeltacht. It will be towards the end of this Scheme period before that is a reality and therefore this will be addressed in the next Scheme rather than this one.

3.3 Staff Training

- 3.3.1** ESB will provide the necessary staff training to maintain panels of Irish speaking staff adequate to meet demand for services through Irish. Specific training will be provided to receptionists and staff dealing directly with the public to ensure that communications they receive in the Irish language are dealt with in a prompt and satisfactory manner either immediately or by referral to an Irish-speaking staff member.
- 3.3.2** ESB's National Customer Contact Centre will include Irish language awareness as part of both Induction and Customer Service training courses so as to ensure staff awareness of:
- Why ESB implements a bilingual policy
 - The context and background to the policy
 - How the policy will affect their work
- 3.3.3** In addition the commitments made by ESB in this scheme will be brought to the attention of all ESB staff.

3.4 Information Systems

- 3.4.1** ESB will establish separate e-mail addresses for queries in the Irish Language.
- 3.4.2** The by-lines on ESB e-mails will be in Irish and English following on the Scheme coming into force.
- 3.4.3** Subject to resources as new information systems are introduced, or existing systems are upgraded, ESB will actively and positively explore how bilingual facilities can be incorporated.
- 3.4.4** Over the lifetime of the scheme, in the case of outbound electronic messages sent by ESB Customer Supply (e.g. text and AVT) ESB will actively and positively explore how customers who are registered as requesting communications in Irish can be accommodated.
- 3.4.5** ESB has established a dedicated Irish Language intranet site and this will continue to be developed as a staff resource to promote bilingualism



3.5 Beartas maidir le Cruinnithe Poiblí

- 3.5.1 Beidh formhór na gcrúinnithe sa Ghaeltacht ar siúl go príomhúil trí mheán na Gaeilge.
- 3.5.2 Lasmuigh den Ghaeltacht, beidh formhór na gcrúinnithe ar siúl sa teanga oifigiúil roghnaithe ag rannpháirtithe an chruinnithe ach amháin má thugtar fógra roimh ré faoi riachtanas bona fide maidir le cruinniú dátheangach.

3.6 Seirbhísí Gutháin agus Fógraí ó Bhéal



- 3.6.1 Má iarrann custaiméir é, beidh foireann fáilteora / lasc-chláir i ngach ceann de na lárionaid phríomhúla ESB um sheirbhís do chustaiméirí in ann gnó a dhéanamh trí mheán na Gaeilge nó custaiméirí a atreorú chuig an oifig nó an ball foirne cuí atá in ann an tseirbhís éilithe a chur ar fáil trí mheán na Gaeilge.
- 3.6.2 I rith shaol na Scéime seo, déanfaidh ESB imscrúdú gníomhach dearfach ar conas is féidir le custaiméirí a idirghníomhaíonn linn trínár seirbhís gutháin Aithint Gutha Idirghníomhach (IVR) a n-idirbhearta a dhéanamh trí mheán na Gaeilge.

3.7 Bearta Fógraíochta

Is iad seo a leanas roinnt moltaí breise a chuirfidh ESB ar fáil agus / nó a dhéanfaidh sé iarracht iad a fhorbairt thar shaol an phlean:

- Rannpháirtíocht i Seachtain na Gaeilge (e.g. imeachtaí/taispeántais etc.)
- Tacaíocht leanúnach do, agus rannpháirtíocht in imeachtaí Gaeilge
- Tabhairt isteach agus spreagadh Scéim Fáinne dheonach i measc na foirne chun go mbeidh an fhoireann a labhraíonn Gaeilge so-aitheanta don phobal agus dá chéile.
- Imeachtaí Gaeilge a eagrú don fhoireann
- Cuid / ábhar Gaeilge a chuimsiú in Irisleabhar na foirne

3.5 Public Meetings Policy

- 3.5.1 All meetings in the Gaeltacht will be held principally through Irish
- 3.5.2 Outside the Gaeltacht, all meetings will normally be held in the official language chosen by the participants in the meeting unless prior notice is given of a bona fide requirement for a bilingual meeting.

3.6 Telephone Services and Oral Announcements

- 3.6.1 Receptionist / switchboard staff in all main ESB customer service centres, if requested by the customer, shall be able to transact business through Irish or direct customers to the appropriate office or staff member who can provide the service required through Irish.
- 3.6.2 During the lifetime of this Scheme ESB will actively and positively explore how customers who interact with us through our Interactive Voice Recognition (IVR) telephone service can carry out their transaction through Irish.

3.7 Promotional Measures

The following are some additional proposals which ESB shall continue to provide and / or seek to develop over the life of the plan:

- Participation in Seachtain na Gaeilge / Irish Language Week (e.g. events/exhibitions etc.)
- Ongoing support for, and participation in, Irish language events
- Introduction and encouragement of voluntary Fáinne Scheme among staff so that Irish-speaking staff are readily identifiable to the public and to each other.
- Organisation of Irish language events for staff
- Inclusion of Irish language section/material in staff Magazine

Caibidil 4 Cur i bhFeidhm

4.1 Cur i bhfeidhm, Monatóireacht agus Athbhreithniú

4.1.1 Cur i bhFeidhm

Ullmhófar tuarascáil dul chun chinn bhliantúil ó Líonraí ESB agus Soláthar do Chustaiméirí ESB agus cuimseofar achoimre de na tuairiscí sin i dTuarascáil Bhliantúil ESB.

4.1.2 Monatóireacht agus Athbhreithniú

Déanfaidh ESB athbhreithniú leanúnach ar fheidhmiú éifeachtúil na scéime, go príomhúil trí mheán na meicníochtaí a luaitear thíos.

Ag tuairiscí do Rúnaí na Cuideachta, beidh an fhreagracht tríd is tríd ag an gceannaire tionscadail Gaeilge as comhlíonadh na Scéime a chinntiú, le cois saintacaíocht leanúnach a sholáthar do bhainisteoirí líne agus don fhoireann.

Mar a léirítear thuas, déanfaidh ESB sástacht a chustaiméirí le soláthar na seirbhísí trí mheán na Gaeilge a thomhas ar bhonn débhlíantúil trí mheán suirbhéanna taighde.

Féadfaidh ESB tús a chur le gníomhaíochtaí forbartha breise nach bhfuil clúdaithe faoin scéim seo.

4.2 An Scéim Aontaithe a Phoibliú

Déanfar ábhar na scéime seo, le cois tiomantais agus forálacha na scéime seo, a phoibliú don fhoireann agus don phobal i gcoitinne ar na bealaí seo a leanas:-

- Seoladh Oifigiúil na Scéime
- Scaipfear í ar ghníomhaireachtaí agus comhlachtaí poiblí cuí
- Láithreán gréasáin agus suíomh inlín
- Cuireadh cóip den scéim seo ar aghaidh chuig Oifig Choimisinéir na dTeangacha Oifigiúla freisin.

Ba chóir aon cheisteanna faoin scéim agus iarratais ar shoiléiríú a tharchur chuig Ceannaire an Tionscadail, Acht na dTeangacha Oifigiúla, Príomh-Oifig ESB.

Chapter 4 Implementation

4.1 Implementation, Monitoring and Revision

4.1.1 Implementation

An annual progress report from ESB Networks and ESB Customer Supply will be prepared and a summary of these reports will be included in ESB's Annual Report.

4.1.2 Monitoring and Revision

ESB will keep the effective operation of the scheme under review, principally through the mechanisms outlined in below.

Reporting to the Company Secretary, the Irish language project leader, as well as providing ongoing specialist support to line managers and staff, will have overall responsibility for ensuring compliance with the Scheme.

As indicated above, ESB will carry out measurement with its customers to assess their satisfaction with the provision of services through Irish on a biannual basis through research surveys.

ESB may initiate further development activities not covered in this scheme.



4.2 Publicising of Agreed Scheme

The contents of this scheme along with the commitments and provisions of the scheme will be publicised to staff and to the general public by means of:

- Official Launch of Scheme
- Circulation to appropriate agencies and public bodies
- Website and intranet site
- A copy of this scheme has also been forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla.

All queries on the Scheme and requests for clarification should be forwarded to the Project Leader, Official Languages Act, ESB Head Office.

Mionsonraí Teagmhála le haghaidh Fiosruithe i nGaeilge

ESB Soláthair do Chustaiméirí

www.esb.ie

eolas@esb.ie

Gréasáin ESB

www.esb.ie/esbnetworks

gréasáin@esb.ie

ESB Corparáideach

www.esb.ie

gaeilge@esb.ie

Contact Details for Irish Language Enquires

ESB Customer Supply

www.esb.ie

eolas@esb.ie

ESB Networks

www.esb.ie/esbnetworks

gréasáin@esb.ie

ESB Corporate Centre

www.esb.ie

gaeilge@esb.ie

Tuilleadh Eolais

Further Information

An Ceannaire Tionscadail,
Acht na dTeangacha Oifigiúla,
Bord Soláthair an Leictreachais,
Sráid Mhic Liam Íochtair,
Baile Átha Cliath 2
Éire

Project Leader,
Official Languages Act,
Electricity Supply Board,
Lower Fitzwilliam Street,
Dublin 2
Ireland

Suíomh Idirlín: www.esb.ie
Ríomhhoost: gaeilge@esb.ie
Fón: 00353 1 6765831

Website: www.esb.ie
E-mail: gaeilge@esb.ie
Phone: 00353 1 6765831