

ESB Networks Contact Information

ESB/9809156



Serving all electricity customers

www.esb.ie/esbnetworks

Handling of ESB Networks Enquiries

ESB Networks is a separate business within ESB Group which is responsible for providing new connections, metering and other customer services associated with the building, operation and maintenance of the electricity network. ESB Networks serves all electricity customers, irrespective of their electricity supply company.

If you need to contact us on any matter, our Customer Contact Centre can deal with all initial customer queries on networks-related matters (see phone numbers/email address in this leaflet). In order to help our call agents to provide you with a faster service, please have your MPRN number to hand when you phone us. You will find this eleven digit number (e.g. M10...) printed on the bill which you receive from your electricity supplier.

If you wish to write to us on any matter, or to forward correspondence in relation to your new connection, you can post correspondence to your local ESB Networks Area or Divisional office (see end of leaflet for map showing Area office locations plus list of Divisional office addresses).

ESB Networks Ltd. is the independent Distribution System Operator (DSO) operating under licence from the Commission for Energy Regulation (CER).

How you can contact us

Enquiries are now handled over the phone by our ESB Networks Customer Contact Centre, as follows:

Emergencies/Electricity Interruptions/Loss of Electricity Supply

or
To Report Dangerous Situations (e.g. Fallen Power Lines)

Phone CallSave: **1850 372 999** (24 hour/7 day service)

To submit your meter reading to ESB Networks:

Phone: **1850 337 777**

Email: **reading@esb.ie**

You can text your MPRN followed by your meter reading(s) to 087 960 9255.

Note: Please have your ESB Networks MPRN reference (shown on your electricity bill as M10...) to hand when you call. This will help us provide a faster service.

New Electricity Connections/Metering Services (Home and Business)

- Electricity Connection to your new house or premises
- Increased Connection Capacity due to expansion (Business)
- Overhead Line/Underground Cable Alterations
- Meter Relocation
- Meter Reading Services
- Voltage Queries
- Quality of Supply Queries

Phone CallSave: **1850 372 757** (8am – 8pm, Monday to Saturday)

Email enquiries to: **esbnetworks@esb.ie**



Avoiding Buried Electricity Cables – Dial before U 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 ESB Networks' Central Site as follows:

- **Fax** your site location map and details to:
Fax No: **01-6388169**
- **Email** your site map & details in pdf format to:
centralsiterequests@esb.ie
- **Send** details by post to: ESB Networks Central Site Office, Osprey House, Lower Grand Canal Street, Dublin 2.

(Note: If you want further information about this service you can phone the following numbers: 01-7027257 or 01-7027155 or 01-7026558).

Map of ESB Networks

Divisions/Areas

Dublin North: St. Margaret's Road, Finglas, Dublin 11

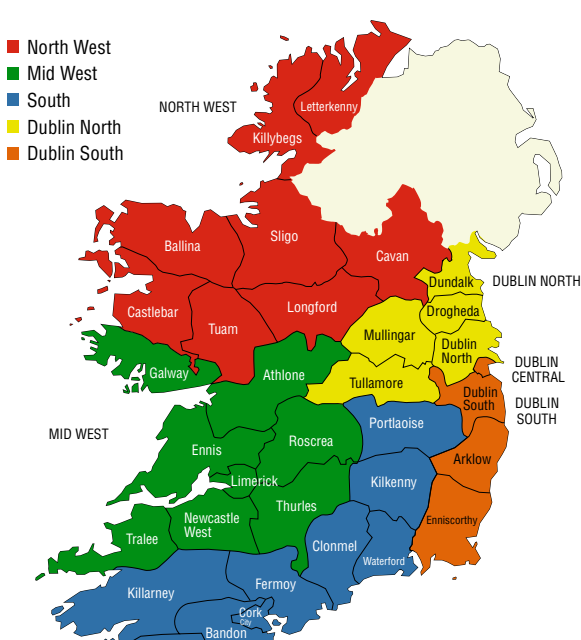
Dublin South: Leopardstown Road, Foxrock, Dublin 18

Mid West: Rosbrien, Limerick

North West: Cranmore, Sligo

South: Sarsfield Road, Wilton, Cork

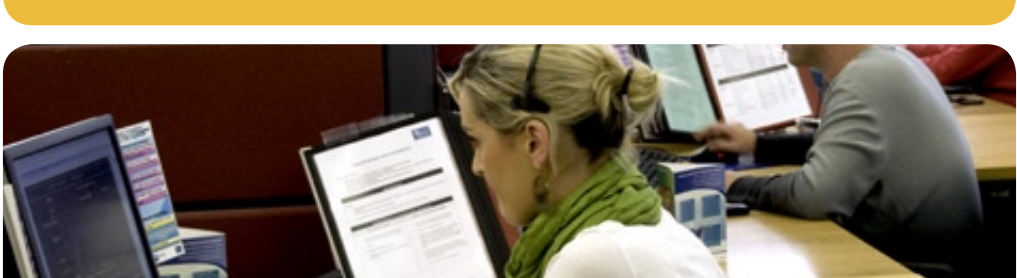
Head Office: Clanwilliam House, Clanwilliam Place, Dublin 2

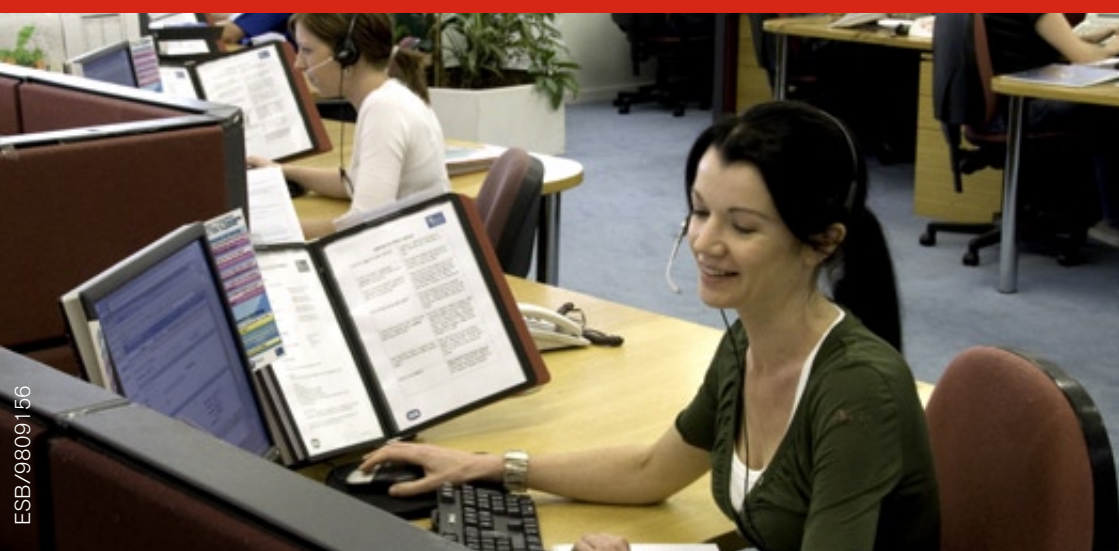


Queries/Complaints

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 contact us as follows:

- **Phone CallSave: 1850 372 757** (8am – 8pm, Monday to Saturday)
- **Email: esbnetworks.complaints@esb.ie**
- **Write** to the ESB Networks manager in your local area or divisional office.





Ag freastal ar chuile chustaiméir

www.esb.ie/esbnetworks

Fiosrúcháin de chuid ESB Networks a láimhseáil

Gnó ar leith is ea ESB Networks laistigh de ESB Group atá freagrach as ceangail nua a sholáthar, méadrú agus seirbhísí custaiméara eile bainteach le tógáil, oibriú agus cothabháil an ghréasáin leictreachais. Freastalaíonn ESB Networks ar gach custaiméir leictreachais, is cuma cén cuideachta soláthair fuinnimh atá acu.

Más mian leat teagmháil a dheanamh linn ar aon ábhar, pléifidh ár nIonad Cúram Custaiméirí le gach fiosrúchán tosaigh ó chustaiméirí ar nithe a bhaineann le gréasáin (féach uimhreacha teileafóin/seoltaí r-phoist sa bhileog seo). Ba chabhair é dár ngníomhairí teileafóin seirbhís níos tapúla a sholáthar duit dá mbeadh d'uimhir MPRN ar láimh agat nuair a ghlaonn tú orainn. Tá an uimhir aon digit déag (e.g. M10...) clóite ar an mbille a fhagheann tú ó do sholáthraí leictreachais.

Más mian leat scríobh chugainn ar aon ábhar, nó más mian leat comhfhreagras a sheoladh chugainn maidir le do cheangal nua, is féidir leat comhfhreagras a sheoladh go dtí d'oifig Cheantair nó d'oifig Rannáin áitiúil de chuid ESB Networks. (Féach ar bun na bileoige mar a bhfuil léarscáil a thugann suíomhanna na n-oifigí Ceantair agus liosta de sheoltaí na n-oifigí Rannáin).

ESB Networks Ltd. is ea an tOibreoir Córais Dáilte (DSO) neamhspleách a fheidhmíonn faoi cheadúnas ón gCoimisiún um Rialáil Fuinnimh (CER).

Conas Teagmháil a Dhéanamh Linn

Déantar láimhseáil anois ar fhiosrúcháin ar teileafón inár Lárionad Teagmhála Custaiméirí ESB Networks, mar seo a leanas:

Éigeandálaí/Idirscoir Leictreachais/Chailiúint Soláthair Leictreachais

nó
Chun Cásanna Dainséaracha a Thuairisciú (e.g. Cumhachtlínite tar éis titim)
Glaigh ar Ghlaó Sábhála **1850 372 999** (seirbhís 24 uair/7 lá)

Cuir do léamh méadair isteach go ESB Networks:

Guthán: 1850 337 777 **Rphost: reading@esb.ie**

Téacsáil: Is féidir téacs a sheoladh chugainn go 087 960 9223 má cuirtear isteach do 11 digit MPRN agus ina dhiaidh sin do léamh méadair.

Nóta: Bíodh d'uimhir MPRN de chuid ESB Networks réidh agat le do thoil mar thagairt (léirithe ar do bhille leictreachais mar M10...) nuair a ghlaonn tú orainn. Cabhróidh sé sin linn seirbhís níos tapúla a sholáthar

Ceangail Leictreachais Nua/Seirbhísí Méadraithe (Baile agus Gnó)

- Ceangal Leictreachais le do theach nó d'áitreabh nua
- Toilleadh ceangail méadaithe de thoradh ar leathnú (Gnó)
- Athruithe ar Línte os Cionn Talún/Cáblaí Faoi Thalamh
- Athlonnú Méadair
- Seirbhísí Léamha Méadar.
- Fiosrúcháin faoi Voltas
- Fiosrúcháin faoi Cháilíocht Soláthair

Glaigh ar Ghlaó Sábhála: **1850 372 757** (8rn – 8in, Luan go Satharn)

Seol fiosrúcháin ar Rphost go: **esbnetworks@esb.ie**



Cáblaí Leictreachais atá curtha faoi thalamh a sheachaint – Glaigh Roimh Thochailt

Más conraitheoir tógála tú nó duine aonair agus tá sé beartaithe agat obair thochailte a dhéanamh, is féidir leat léarscáil a fháil – atá bunaithe ar cháblaí faoi thalamh de chuid ESB Networks maraon le fearais eile. Déan teagmháil le Lárshuíomh ESB Networks mar seo a leanas:

- Seol do léarscáil de shuíomh an láithreáin agus sonraí ar facs go: Uimh. Facs: **01-6388169**
- Seol do léarscáil de shuíomh an láithreáin & sonraí i bhformáid pdf go: **centralsiterequests@esb.ie**
- Seol sonraí sa phost go: Oifig Lárshuíomh ESB Networks, Teach Osprey, Sráid na Canálach Móire Íochtarach, Baile Átha Cliath 2.

(*Nóta: Má tá a thuilleadh eolais uait faoin tseirbhís seo is féidir leat glaigh ar na huimhreacha seo a leanas: 01-7027257 nó 01-7027155 nó 01-7026558.*)

Léarscáil de Rannáin/Ceantair ESB Networks

Baile Átha Cliath Thuaidh: Bóthar Theampaill Mhaighréide, Fionnghlas, Baile Átha Cliath 11

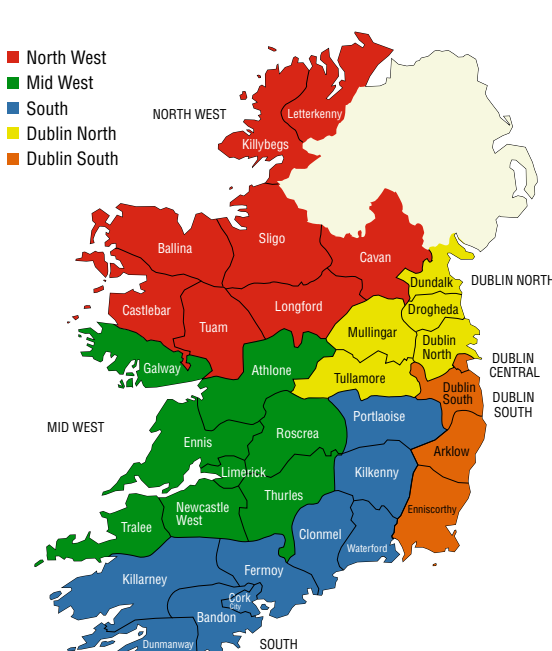
Baile Átha Cliath Theas: Bóthar Bhaile na Lobhar, Carraig an tSionnaigh, Baile Átha Cliath 18

Iarthar Láir: Ros Uí Bhriain, Luimneach

Iarthuaisceart: An Crann Mór, Sligeach

Deisceart: Bóthar an tSáirséalaigh, Wilton, Corcaigh

Ardoifig: Teach Chlann Liam, Plás Chlann Liam, Baile Átha Cliath 2



Fiosrúcháin/Gearáin

Ár n-aidhm ná seirbhís chustaiméara den chéadscóth a sholáthar i gcónaí. Fáiltimid roimh aiseolas ó chustaiméirí. Má tá fiosrúchán agat nó más mian leat gearán a dhéanamh déan teagmháil linn mar seo a leanas:

- Glaigh ar Ghlaó Sábhála: **1850 372 757** (8rn – 8in, Luan go Satharn)
- Rphost: **esbnetworks.complaints@esb.ie**
- **Scríobh** go dtí an bainisteoir i d'Oifig Cheantair nó d'Oifig Rannáin áitiúil.

