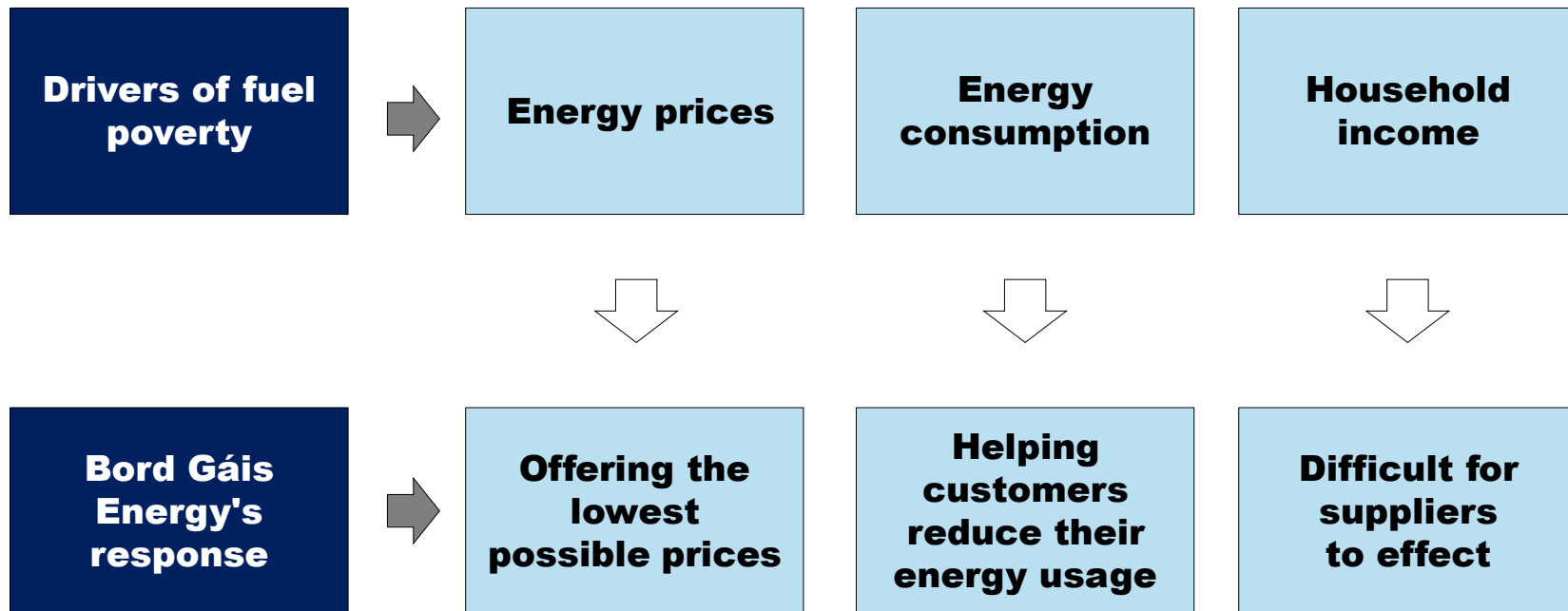


# Helping Ireland's energy customers

**Mark Prentice  
Head of Retail**



**As a helpful energy company, we want to keep prices affordable and sustainable in the long term  
AND make it easy for customers to pay for their energy**



# Helping new **AND** existing energy customers save money



OUR PRICES ARE COMING DOWN - AGAIN.  
GAS BY 2.5% AND ELECTRICITY BY 2%.

FIND OUT MORE

It helps if it's Bord Gáis Energy

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- Second price reduction in last 8 months: 1<sup>st</sup> supplier to act on both occasions
- Bord Gáis Energy offers the lowest standard electricity, gas and dual fuel prices in Ireland
- Value for new **AND** existing customers
- Helpful ways for customers to save money on household budgets via BGE Rewards club
- Over €5m given back to Irish households in Tesco points and money off their bills



Ok, we're on... here you can get 10% OFF  
your electricity and €100\* BACK when you need it.

It helps if it's Bord Gáis Energy

\*Terms and conditions apply.

***How can we ensure ALL customers see the benefit of competition?***



# Efficient heating systems and better information helps customers use less energy

## Boiler Servicing & Heating control upgrades

- Over 70,000 gas boiler services jobs each year helping to keep Ireland's homes safe and efficient
- Free upgrades to heating controls

## Optimizing the use of PAYG

- "Semi-smart" PAYG meters help customers manage budgets more effectively, avoid debt and monitor their usage
- PAYG customers use >10%\* less energy than those on credit meters

## Smart metering & In Home Displays

- Free In Home Displays available to our most vulnerable customers
- Actively engaged with the National Smart Metering Programme



**The more information customers have,  
the more they can control their use of energy**

\* Gas Networks Ireland figures



# Technology development now makes energy management easier for customers

## Hot Water & Boost

Switch your hot water on or off and if you need a bath or shower outside your schedule, just use the boost button.

## Geolocation

Uses your phone's location to remind you to turn your heating on before you get home, or off if you've left it on when you go out.

## Frost Protection

Activates when your heating's off and the temperature inside your home dips below 5°C - helps protect pipes from freezing.

## Child lock

Set a PIN lock so your children can't change your heat and hot water settings. Set and reset your PIN with the app.



## Schedule

Set a heating and hot water schedule to fit in with your life. You can set four or six events a day.

## Weather

Check what the weather at home is doing when you're away and adjust your heating so your home is just the right temperature.

## Email Alerts

Set your temperature alerts and Hive lets you know when it's too hot or cold. Great if you have a baby, pet or an elderly relative.

## Text Control

Send your command in a text message. Add up to five extra users so they can control your heating and hot water too.

- **Hive = control of your heating and hot water from your smartphone**
- **Over 200,000 Hive units installed in the UK by British Gas**
- **Customer savings of c€120 each year by using Hive**



# Supporting energy efficiency improvements

- €18.6m to local communities to invest in Energy Efficiency In 2015 via Better Energy Communities and Area Based funding
- Bord Gáis Energy is actively supporting Community Based Organisations with the delivery of area based energy efficiency projects and we will continue to support these schemes
- BGE support for the installation of energy efficiency measures in Energy Poor households across Galway, Louth, Meath and Cork in 2015



***Key question:  
how should energy efficiency schemes be funded longer term?***



# Watch-outs & summary

1. **Over 50% of the customers bill are non-commodity costs**
  - Whilst BGE gas & electricity tariffs came down in October, use of system costs went UP...
  - Network costs must be efficient or customer bills will be impacted
2. **What can we / you do to help educate households on the best value energy prices for them?**  
**How can we move 'inactive' customers to the best deal?**
3. **How can we optimise the use of technology, including Smart metering, to help households manage their energy usage better?**



**Thank you**

