



NETWORKS

GETTING IN TOUCH

Your Summary Information Guide



SERVING ALL ELECTRICITY CUSTOMERS

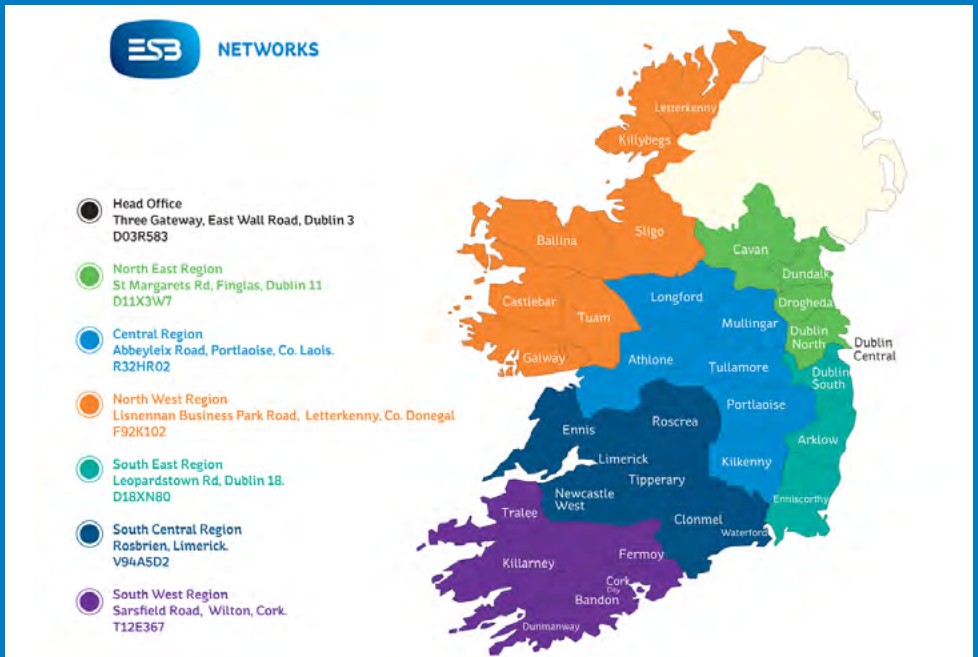
At ESB Networks, we're delivering an electricity network to empower our 2.4 million customers every day with choice and flexibility around how they consume, generate, trade and store electricity. By investing in our technical capability and collaborating with our partners, we're developing a smart and resilient electricity network of the future. Together, we're paving the way for Ireland's clean electric future through the electrification of heat and transport, as well as connecting renewables at scale to the electricity network.

We're delivering the electricity network for the future, designed to empower all electricity customers and make Ireland's net zero goal a reality.

GETTING IN TOUCH WITH US

This document lets you know how you can contact us regarding general enquiries, meter readings, new connections, smart meter queries, supply interruptions, safety concerns and any complaints.

For our operations, the Republic of Ireland is divided into these **six regions**:



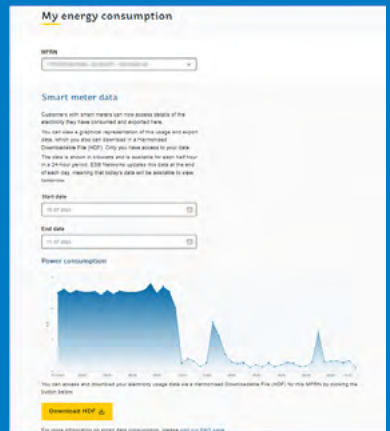
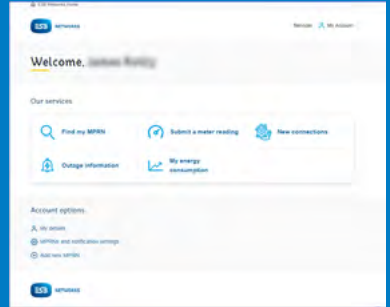
As a subsidiary within ESB Group, we are the licensed operators of the electricity distribution system in the Republic of Ireland.

ESB Networks DAC is the independent Distribution System Operator (DSO) operating under licence from the Commission for Regulation of Utilities (CRU).

YOUR ESB NETWORKS ONLINE ACCOUNT

The ESB Networks Online Account is our self-serve platform enabling customers to access our key services at any time. Your Online Account will allow you to access a host of services including;

- View your smart meter electricity consumption and Microgen data
- Find My Meter Point Reference Number (MPRN) service.
- Submit a meter reading
- Apply for a New Connection
- View the electricity outage status at your property.
- Time for Rewards – you could even earn rewards for taking control of your home's electricity usage when prompted.



TO CREATE AN ESB NETWORKS ONLINE ACCOUNT, YOU WILL NEED THE FOLLOWING:

- Your MPRN number (Meter Point Reference Number – available on your electricity bill). Alternatively, if you do not know your MPRN number you can register using a mobile number – to protect your data, we will ask you to complete a two-factor authentication process.
- Most importantly, please ensure that your name and mobile number match what you provided to your electricity supplier.

Visit <https://myaccount.esbnetworks.ie>

HOW AND WHEN TO CONTACT US

FOR EMERGENCIES, NO SUPPLY or TO REPORT DANGEROUS SITUATIONS (e.g. fallen power lines)

PHONE 1800 372 999 (24 hour/7 day service)



GENERAL ENQUIRIES

For any of the following:

- Electricity connection to your new house or premises
- Increased/decreased connection capacity (MIC)- for business customers
- Overhead line/underground cable alterations
- Meter relocation
- Meter reading services
- Voltage queries
- Quality of supply queries
- Generator connections to the electricity network

Phone: **1800 372 757** or **021 2386555**

8.30am – 6.00pm Monday to Friday

8.30am – 1.30pm Saturday

Email esbnetworks@esb.ie

[@ESBNetworks](https://www.facebook.com/ESBNetworks) [@ESBNetworks](https://www.instagram.com/ESBNetworks)

Please note: For queries on Pay As You Go or keypad meters, contact your electricity supplier.

NEW CONNECTIONS

You can apply online:

www.esbnetworks.ie/new-connections

METER READINGS

To submit your meter reading:

Phone: **1800 337 777** or **021 2386444**

Email: reading@esb.ie

Click: <https://www.esbnetworks.ie/existing-connection/meters-readings/submit-a-meter-reading>

Text your reading to **087 960 9223** in the format: MPRN (space), Reading.

FEEDBACK & 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 get in touch with our National Customer Contact Centre.

Phone: **1800 372 757** or **021 2386555**

8.30am – 6.00pm Monday to Friday

8.30am – 1.30pm Saturday

Email: esbnetworks.complaints@esb.ie

Post: **Customer Relations, ESB Networks, Sarsfield Road, Wilton, Cork T12 E367.**

SMART METERING QUERIES:

Phone: **1800 928 123 (01 6985005)**, Monday to Friday 8.30am – 6pm excluding public holidays.



REMEMBER

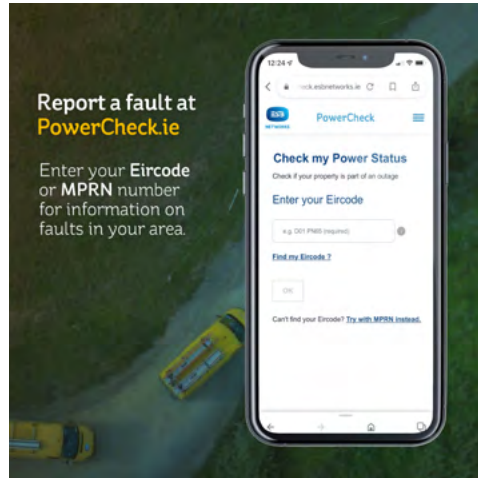
Please have your ESB Networks MPRN number to hand when you call – This is your unique 11 digit number shown on your electricity bill starting with M10.

POWERCHECK – REAL TIME SUPPLY INTERRUPTION INFORMATION

ESB NETWORKS POWERCHECK

PowerCheck provides customers with real-time fault information on all major faults.

- View PowerCheck to find out if your power outage has already been reported.
- Check the map to see current outages in your area. During large scale outages it will be easier to find your location by entering your eircode in the search field at the top of the page. Alternatively, you can zoom in on the map with the plus and minus buttons on the bottom right corner.
- Get an estimated time when power will be restored.
- Go to PowerCheck and click “keep me updated” to receive automatic updates by text or email until the power is restored.



powercheck.ie

AVOIDING BURIED ELECTRICITY CABLES DIAL BEFORE YOU 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 the ESB Networks' Central Network Mapping Office as follows:

Before starting any digging work, we will need a site plan and your contact details including postal address. Once you make a request you will receive your map within 10 working days.

Email: you can email your request including your site map to dig@esb.ie

Phone: **1800 928 960** or **+353 1 8582060**
This service operates Monday to Friday only.



Post your request to: **Central Network Mapping, ESB Networks, St Margaret's Road, Finglas, Dublin 11, D11 X3W7**

Note: in emergency cases ESB Networks' Central Network Mapping can provide maps for collection.

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