

# Utility telephone numbers are changing

Here's what you  
need to know



Gas  
Networks  
Ireland



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Here's what you need to know

**This year, non-geographic numbers (NGN) such as phone numbers starting with 1850, 1890 or 076, will be replaced by 1800 or 0818 numbers in Ireland as a result of a decision by the Commission for Communications Regulator, ComReg, to address perceived consumer confusion and high costs of using NGNs.**

Since December 2019, calls to NGNs cost no more than calls to landline numbers but the next step is that phone numbers in the 1850, 1890, and 076 ranges will be withdrawn from use in Ireland on 1st January 2022.

In 2021, all 1850 Gas Networks Ireland, Irish Water and ESB Networks telephone numbers will be replaced by 1800 or 0818 numbers in line with ComReg requirements.

1800 numbers are free for the caller whereas 0818 numbers cost the same as a national landline call.



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## Gas Networks Ireland phone number changes

Gas Networks Ireland	Old number	New number
<b>24hr Gas Emergency</b>	1850 20 50 50	<b>1800 20 50 50</b>
<b>Customer Care</b>	1850 200 694	<b>1800 464 464</b>
Dial Before You Dig	1850 42 77 47	<b>1800 42 77 47</b>
Carbon Monoxide Information Line	1850 79 79 79	<b>1800 89 89 89</b>
RGI	1850 211 540	<b>1800 211 540</b>
Automated Meter Reading Service	1850 42 77 32	<b>1800 42 77 32</b>
IC Cert	1850 211 447	<b>1800 211 447</b>
Businesslink	1850 411 511	<b>1800 411 511</b>
Project Line	1850 42 77 37	<b>1800 42 77 37</b>
New Connections	1850 50 40 60	<b>1800 50 40 60</b>
Aurora Emergency	1850 427 399	<b>1800 427 399</b>
Regulatory and Corporate Services	1850 211 573	<b>0818 211 573</b>
Gas Point Registration Office (GPRO)	1850 427 261	<b>0818 427 261</b>
New Connections ( <i>you can apply online</i> )	<b><a href="http://www.gasnetworks.ie/">www.gasnetworks.ie/</a></b>	

### New numbers

**In most cases the 1850 prefix has simply been replaced with 1800 or 0818.**

However, Gas Networks Ireland's Customer Care and Carbon Monoxide Information Line phone numbers are changing completely (as the 1800 equivalents are already in use by other organisations).

Gas Networks Ireland's Customer Care Line will change from 1850 200 694 to **1800 464 464** and the Carbon Monoxide Information Line will change from 1850 79 79 79 to **1800 89 89 89**.

**All of Gas Networks Ireland's new 1800 and 0818 numbers are now live and can be used in place of the 1850 numbers.**

**Both the old 1850 and new 1800 and 0818 numbers will operate in parallel for the remainder of 2021.**

**All 1850 numbers, with the exception of the 24hr Gas Emergency number and Dial Before You Dig number, will cease operation at the end of 2021.**



### Update changes

Throughout 2021, you will notice the new numbers appearing on company websites, fleet vehicles, assets, brochures and leaflets.

Please keep an eye out and make sure that your website, phone number listings, brochures, leaflets and any other material where these numbers are displayed are updated with the correct numbers.



## Irish Water phone number changes

Irish Water	Old number	New number
Water Supply Queries	1850 278 278	<b>1800 278 278</b>
Water Supply Emergencies	1850 278 278	<b>1800 278 278</b>
Business Account Queries	1850 778 778	<b>0818 778 778</b>
Domestic Account Queries	1850 448 448	<b>0818 778 778</b>
Irish Text Relay Service (ITRS) for hard of hearing	1890 378 378	<b>1800 378 378</b>

### New numbers

In most cases the 1850 prefix has simply been replaced with 1800 or 0818.

All of Irish Water’s new 1800 and 0818 numbers are now live and can be used in place of the 1850 numbers.

Both the 1850 and 1800/0818 numbers will operate in parallel for the remainder of 2021.

All 1850 numbers with the exception of Water Supply Queries and Water Supply Emergencies will cease operations at the end of 2021.

### Update changes

Throughout 2021, you will notice the new numbers appearing on company websites, fleet vehicles, assets, brochures and leaflets.

Please keep an eye out and make sure that your website, phone number listings, brochures, leaflets and any other material where these numbers are displayed are updated with the correct numbers.





## ESB Networks phone number changes

ESB Networks	Old number	New number
<b>Emergencies/Outages (24/7)</b>	1850 372 999	<b>1800 372 999</b>
<b>General Enquiries</b>	1850 372 757	<b>1800 372 757</b>
Safe Digging	1850 928 960	<b>1800 928 960</b>
Meter Reading	1850 337 777	<b>1800 337 777</b>
Smart Metering Queries	1850 928 123	<b>1800 928 123</b>
Feedback and Complaints	1850 372 757	<b>1800 372 757</b>
New Connections ( <i>you can apply online</i> )	<b><a href="http://www.esbnetworks.ie/new-connections">www.esbnetworks.ie/new-connections</a></b>	

### New numbers

In all cases the 1850 prefix has simply been replaced with 1800.

All of ESB Networks new 1800 numbers are now live and can be used in place of the 1850 numbers.

Both the 1850 and 1800 version of the emergency number will operate in parallel for the remainder of the year.

The 1850 variants of some others numbers are now routed to a closed information message. All 1850 numbers with the exception of the emergency number will be ceased at the end of 2021.

### Update changes

Throughout 2021, you will notice the new numbers appearing on company websites, fleet vehicles, assets, brochures and leaflets.

Please keep an eye out and make sure that your website, phone number listings, brochures, leaflets and any other material where these numbers are displayed are updated with the correct numbers.





Commission for  
**Communications Regulation**

**The Commission for Communications Regulation (ComReg) (An Coimisiún um Rialáil Cumarsáide) is the statutory body responsible for the regulation of the electronic communications sector (telecommunications, radio communications, broadcasting transmission and premium rate services) and the postal sector in Ireland.**

For more information on the changes that ComReg is introducing, visit:

<https://www.comreg.ie/comreg-introduces-measures-to-address-consumer-confusion-and-high-costs-of-using-non-geographic-numbers/>

Produced jointly by Gas Networks Ireland, Irish Water and ESB Networks

## Contact:



Gas  
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Customer Care: **1800 464 464**  
24hr Emergency: **1800 20 50 50**



Customer Enquiries: **0818 778 778**  
Emergencies 24/7: **1800 278 278**



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General Enquiries: **1800 372 757**  
Emergencies/Outages 24/7: **1800 372 999**