



# Registered Gas Installer Scheme Customer Charter

## Version History:

| Version   | Date Released | Contributor(s) | Description                                  |
|-----------|---------------|----------------|--|
| Draft 1.0 | 21/10/2022    | SGS            | Initial SOP                                  |
| Draft 1.1 | 11/11/2022    | CRU            | Feedback                                     |
| Draft 1.2 | 23/11/2022    | SGS            | 2 <sup>nd</sup> Draft                        |
| Draft 1.3 | 19/12/2022    | SGS            | 3 <sup>rd</sup> Draft                        |
| Draft 1.4 | 21/12/2022    | CRU            | Update of the terms depending on the context |
| Draft 1.5 | 28/12/2022    | SGS            | Incorporating CRU feedback                   |

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## 1. Abbreviations

|                          |   |
|--------------------------|---|
| <b>The Body/ GSSB</b>    | means Safe Energy Ireland appointed by the CRU, pursuant the act to act as the Electrical Safety Supervisory Body to operate the Safe Electric Scheme.  |
| <b>Criteria Document</b> | The Criteria Document which is specified and published by the Commission pursuant to the Energy (Miscellaneous Provisions) Act 2006 (and any amendment thereto) and may be amended from time to time. |
| <b>RGI</b>               | This means registered Gas Installer of a member of the Registered Gas Installer Scheme  |
| <b>RGI Scheme</b>        | This means the Registered Gas Installer Scheme which is run by Safe Energy Ireland as the body appointed by the Commission for Regulation of Utilities under the Act.                                 |

## 2. Introduction

Safe Energy Ireland, a special purpose vehicle wholly owned by SGS Ireland, has been appointed as the Safety Supervisory Body (SSB) by the Commission for Regulation of Utilities to carry out the function of regulating gas installers (RGIs) with respect to safety on its behalf. The regulation of gas installers will be perused under the RGI Scheme. The objective of the system is to protect the safety interest of customers with respect to gas installation activities through a regulatory system which provides for gas works to be carried out, tested and certified in compliance with the appropriate technical rules/standards.

## 3. Our Mission

By regulating RGIs, we want to improve the safety of gas installations and reduce the number of accidents caused by unsafe installations.

## 4. Our Values

We attached great importance in providing a professional, efficient and cost-effective service to both RGIs and consumers. Politeness, helpfulness and integrity are key values required from our staff. We respect the principles of equality and the diversity of our customers, in the delivery of our services.

## 5. Our Commitments

## 5.1 Visiting Us

Visitors to the GSSB's front offices will be assisted in a professional and efficient manner to collect and purchase their certificates. Our helpful and qualified staff will be pleased to advise visitors on SSB's regulatory regime and its requirements. In the event a query cannot be answered by an agent your details will be added to a call back list via our ticketing system and our agents will contact you within 2 working days with a response.

## 5.2 Visiting our website

We will provide a user-friendly, accessible, and informative website that can be accessed across a variety of platforms such as tablets, phones, laptops, and PCs. We will ensure that websites under our control are continually developed and kept up to date. We will ensure that customers and RGI Scheme members are kept informed of any regulatory changes and consulted where appropriate.

We will ensure that our publications are clear and concise, respond to people's needs and are available on our website.

## 5.3 Privacy and Data protection

We will respect our customers' privacy and accordingly will comply with our Privacy Statement and Data Protection Policy.

## 5.4 Contacting Us

The GSSB can be contacted by telephone, post, email or through our website at [rgi.ie](http://rgi.ie)

## 5.5 Phone Queries

- When you call our phone line, we will deal with your call efficiently and treat you with courtesy and respect.
- All general phone queries from the public, RGI Scheme members or other stakeholders will be responded to and actioned within 2 working days.
- All callers are directed to a GSSB staff member who can deal with your query in an efficient manner.
- All staff identify themselves by first name when answering each call.
- Response by staff to a voicemail is within 2 working days

## 5.6 Post Queries

- All general post queries from the public, RGI Scheme members or other stakeholders will be responded to and actioned within 2 working days.

## 5.7 Email Queries

- All general email queries from the public, RGI Scheme members or other stakeholders will be responded to and actioned within 2 working days.
- Use of automated responses by all staff when out of the office.

## 5.8 Diversity & Equality

We respect the principles of equality and the diversity of our customers and employees, in the delivery of our services.

## 5.9 Complaints / Appeal Procedure

The complaint and appeal procedure is outlined on our web site ([rgi.ie](http://rgi.ie)). The completed complaint form, when received, will be recorded, acknowledged and dealt with in the most efficient and fair manner.

## 5.10 Evaluation of our Commitments

We have defined criteria to evaluate our performance against each of our commitments and will regularly seek feedback on the quality of the services we provide. We will report periodically on our performance against each of these criteria to the Management Committee.

## 5.11 How to contact us:

Address: Post can be addressed to PO Box 13559, Galway

Telephone: Call can be made to 091- 480974 (office hours: 8.30 am to 5 pm, Mon-Fri)

Our Certificate sales hotline is 091-480975

Email: [info@rgi.ie](mailto:info@rgi.ie)