

CUSTOMER CHARTER

Our role

The Single Electricity Market (SEM) is the wholesale electricity market operating in Ireland and Northern Ireland.

The Single Electricity Market Operator (SEMO) facilitates the continuous operation and administration of the Single Electricity Market. SEMO is part of the EirGrid Group of companies.

Our customers are anyone to whom we provide a service, including all current participants in the Single Electricity Market and prospective participants, stakeholders and all other interested parties. This charter sets out the standards of service that we strive to deliver to all our customers.

Our commitments to you

SEMO is committed to providing a professional, efficient and courteous service to all our customers. We will operate in an impartial, open and transparent manner at all times.

How to contact us & make an enquiry?

The first point of contact is via our email helpdesk – markethelpdesk@sem-o.com. Once your query has been received we will send you an acknowledgement email detailing your unique query reference number. The Customer Service team is available on the numbers below for urgent queries.

ROI : The Oval, 160 Shelbourne Rd, Dublin 4

Tel : 1800 778 111 Fax : + 353 1 661 5375

NI : Castlereagh House, 12 Manse Road, Belfast, BT6 9RT

Tel : 0800 077 8111 Fax : +44 2890 707 560

Web : www.sem-o.com

GENERAL QUERY MANAGEMENT

We aim to respond to resolve all general queries within 20 working days from receipt of the query.

FORMAL QUERY MANAGEMENT

We aim to resolve all data queries within 10 working days from receipt of the query.

We aim to resolve all settlement queries within 1 month from receipt of the query.

TELEPHONE ENQUIRIES

We will answer your call as promptly as possible. We will respond to all voicemail messages within the same working day.

Personal Callers

Callers who have appointments will be received promptly once staff is informed of their arrival. We will provide appropriate facilities for meetings and ensure that our offices are safe, clean and accessible.

Information

Our website www.sem-o.com will provide our customers with clear, accurate, comprehensive and up-to-date information on the operation of the Single Electricity Market as per our requirements under the Trading & Settlement Code.

Complaints Procedure

If you are unhappy with the quality of service you have received, you have the right to complain.

Please direct these complaints to markethelpdesk@sem-o.com for the attention of the Market Operations Manager. An escalation process will be initiated and your complaint will be addressed.

As per the Trading & Settlement Code participants may raise a dispute in respect of a data or settlement query. For further information please see <http://www.sem-o.com/MarketRules/> and review Agreed Procedure 14 – Disputes.

Consultation & Evaluation

We welcome and encourage you to provide us with feedback.

We continuously monitor our levels of service delivery through various Key Performance Indicators and actively seek to improve our service delivery on an ongoing basis.

We regularly report on our performance and publish our findings here: http://www.sem-o.com/market_publications.