

Customer Notice:

As our customer, you're a part of our community – that's why we wanted to reach out.

It goes without saying our thoughts are with everyone affected by the outbreak of the COVID-19 virus. The impacts are huge on local communities and across the island of Ireland. We support the measures being introduced to limit the spread of the virus.

At Budget Energy we are taking this very seriously. Our COVID-19 response team is monitoring the situation and considering the guidance issued by the Department of Health, and Public Health Agency to help prevent the spread of the virus. We have put in place a series of measures to protect the health and safety of our customers regarding Topping Up Your Electricity if there is a need to self-isolate.

We would encourage our customers, if you cannot reach a shop, to download our App from the Apple store or Google play store to top up or visit our website www.budgetenergy.co.uk. You can also Top-Up by calling our automated top service on 0800 012 1177 and selecting option one. We request that you make a list of neighbours, friends or family who may be able to assist you in topping up. If possible, consider topping your meter with extra credit in case you are required to self-isolate.

We have solid plans in place to ensure that we can continue to serve our customers as the situation continues to evolve, including a situation where we may need to temporarily close our customer services centre.

To ensure there is no disruption to service we have implemented the technology to ensure all of our employees can work-from-home if necessary, and have introduced a series of digital collaboration tools to minimise disruption where possible. Our telephone service will be fully operational during this period.

Meter readers will not be able to read your electricity meter if it is indoors, it would help us to help you if you can provide us with up to date meter reads via our smart app or talktous@budgetenergy.co.uk.

If you have any questions or queries about the measures we have taken, please contact our customer service on 0800 012 1177 or email us at talktous@budgetenergy.co.uk we are also monitoring our social media channels Facebook and Twitter.

Thank you for your patience and support during what is a challenging period for everyone. We want to reassure you that we're doing everything possible to support our customers at this challenging time

Budget Energy
Customer Service Team