

Notification Template

The information set out below will be displayed on the EU ADR/ODR Portal in relation to each notified ADR entity

Name of ADR body: Commission for Regulation of Utilities

Section 2: Contact details:

- **Address:** Customer Care Team, Commission for Regulation of Utilities, P.O. Box 11934, Dublin 24, D24 PXW0
- **Email address:** customercare@cru.ie
- **Website:** www.cru.ie
- **Phone:** 1890 404 404
- **Fax:** (01) 4000 850

Section 1: Sectors and Types

A: ADR entity is competent to deal with disputes in the following Sector(s):

- Public Water, Electricity, Natural Gas

B: ADR entity is competent for disputes against traders established in : Ireland

C: ADR entity is competent for disputes initiated by:

- Consumers against traders (C2B)

Section 3: Procedures

A: Fee details (if any) : None

B: Handle procedures in the following language(s) : English

Accept submissions in the following language(s) : English

C: Average length of the procedure (in Days or Months) : 90 Days

D: Conduct of the Procedure:

- The procedure is done in writing
- **Does the procedure require the physical presence of the parties and/or their representatives?** No

E: Outcome of the procedure:

- **Is the procedure binding?** The procedure is binding

F: Grounds for refusal by ADR body to deal with complaint:

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution or by the court
- The consumer has not submitted the complaint to the dispute resolution body within the required time limit