



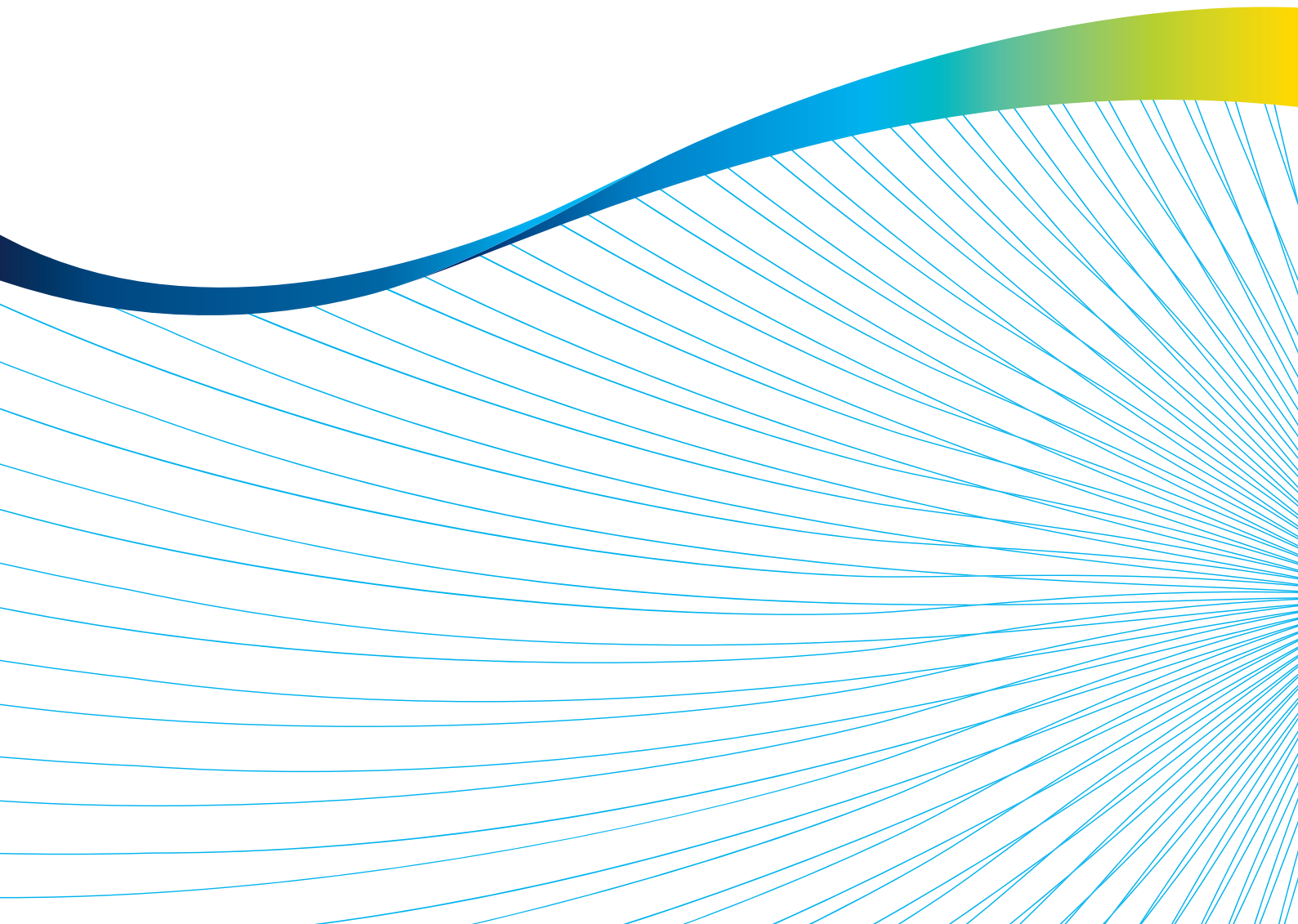
Energy for
generations

ESB LANGUAGE SCHEME 2013-2016

Under Section 15 of the Official Languages Act 2003
esb.ie

ESB SCÉIM TEANGA 2013-2016

Faoi Alt 15 d'Acht na dTeangacha Oifigiúla 2003
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1. Forbhreathnú ar Bhord Soláthair an Leictreachais

Bunaithe i 1927, is corparáid reachtúil é Bord Soláthair an Leictreachais (BSL). Tá 95 faoin gcéad de faoi úinéireacht Rialtas na hÉireann agus tá an chuid eile den stoc i seilbh iontaobhas scaireanna fostaithe.

Is fóntas atá comhtháite go hingearach é BSL agus fostaíonn sé thart ar 7,300 duine.

Baineann an scéim seo le gnóthaí Electric Ireland agus Líonraí BSL laistigh de Ghrúpa BSL, toisc gurb iad sin a dhéanann an t-idirghníomhú is mó lena chustaiméirí.

Bunaíodh Electric Ireland in 2010 mar ghnó lárnach soláthair fuinnimh BSL ag comhtháthú Fuinneamh Neamhspleách BSL (ESBIE), Soláthar Custaiméirí BSL agus Seirbhísí Fuinnimh BSL. Soláthraíonn Electric Ireland leictreachas do gach earnáil den mhargadh lena n-áirítear cónaithe, gnóthaí beaga, meánacha agus móra, agus tionscal. Is iad seo a leanas na seirbhísí príomhúla a chuireann Electric Ireland ar fáil:

- Soláthar fuinnimh agus seirbhísí gaolmhara;
- Billeáil custaiméirí;
- Bainistiú Chuntais Chustaiméirí;
- Seirbhísí Teagmhála Custaiméirí (teileafón, ar-líne srl.);

Gréasáin BSL: Is é seo úinéir an chórais tarchuir ardvoltais agus úinéir agus oibreoir an chórais dáilte meánvoltais agus voltais níos ísle. Cuireann sé seirbhísí ar fáil do na custaiméirí leictreachais uile agus do ghineadóirí agus soláthraithe uile an leictreachais. Is iad seo a leanas roinnt de na príomhseirbhísí a chuireann Gréasáin BSL ar fáil:

- Naisc nua leis na líonraí leictreachais, lena n-áirítear dearadh líonraí
- Athruithe ar naisc reatha (e.g. línte, méadair a bhogadh)
- Uasghrádú nasc reatha mar thoradh ar riachtanais mhéadaithe custaiméirí
- Fadhbanna le cáilíocht an tsoláthair a réiteach (e.g. fadhbanna le voltas)
- Lochtanna ar an líonra a dheisiú
- Léamh na méadar
- Cothabháil an líonra
- Fógra a thabhairt faoi idir bhristeacha sa soláthar chun obair ar na Líonraí a éascú
- Ceadanna slí a sheirbheáil.
- Línte, cáblaí agus stáisiúin nua a thógáil

2. Ullmhú na Scéime

Seo í an dara scéim teanga arna ullmhú ag Bord Soláthair an Leictreachais de réir Alt 15 d'Acht na dTeangacha Oifigiúla 2003 ("an tAcht").

Déanann Alt 11 den Acht foráil d'ullmhú scéime reachtúla ag comhlachtaí poiblí chun cur síos a dhéanamh ar na seirbhísí a bheartaíonn siad a sholáthar trí mheán na Gaeilge amháin, trí mheán an Bhéarla amháin, trí mheán na Gaeilge agus an Bhéarla araon maraon leis na bearta arna nglacadh chun a chinntiú go mbeidh seirbhísí ar bith nach gcuireann an comhlacht ar fáil trí mheán na Gaeilge curtha ar fáil trí mheán na teanga sin laistigh de fhráma ama aontaithe.

D'fhoilsigh BSL fógra faoi Alt 13 den Acht ag lorg aighneachtaí ó pháirtithe leasmhara i ndáil le hullmhú na dréachtscéime. Ullmhaíodh an scéim seo ag féachaint do na haigneachtaí sin. Chabhraigh meitheal ina raibh ionadaithe ó réimsí gnó ábhartha BSL le dréachtú na scéime. Beidh Ceannaire Tionscadail Gaeilge ainmnithe freagrach as monatóireacht agus athbhreithniú a dhéanamh ar an scéim, agus tabharfaidh sé nó sí tuairisc don Bhainisteoir Cumarsáide Corparáideach (nó arna leasú ag aon athbhreithniú eagraíochta).

1. Overview of Electricity Supply Board

Founded in 1927, Electricity Supply Board (ESB) is a statutory corporation. It is 95 per cent owned by the Government of Ireland, with the remaining stock held by an employee share trust.

ESB is a vertically integrated utility employing approximately 7,300 people.

This scheme applies to the Electric Ireland and ESB Networks businesses within ESB Group, as these provide ESB's main interface with its customers.

Electric Ireland was established in 2010 as ESB's single energy supply business integrating ESB Independent Energy (ESBIE), ESB Customer Supply and ESB Energy Services. Electric Ireland supplies electricity to all sectors of the market including residential, small, medium and large business, and industry. The principal services provided by Electric Ireland include:

- Provision of energy and related services;
- Billing of customers;
- Customer Account Management; and
- Customer Contact Services (telephone, online, etc.).

ESB Networks is the owner of the high voltage transmission system and the owner and operator of the medium and lower voltage distribution system. It provides services to all electricity customers and to all generators and suppliers of electricity. The principal services provided by ESB Networks include:

- New connections to the electricity networks including design of networks
- Alterations to existing connections (e.g. moving lines, cables, meters)
- Upgrading of existing connections due to increased customer capacity needs
- Resolving problems with quality of supply (e.g. voltage problems)
- Network fault repairs
- Meter reading
- Network maintenance
- Notification of interruptions of supply to facilitate work on the Networks
- Construction of new lines, cables and stations

2. Preparation of the Scheme

This is the second language scheme prepared by Electricity Supply Board in accordance with Section 15 of the Official Languages Act 2003 (the 'Act').

Section 11 of the Act provides for the preparation by public bodies of a statutory scheme detailing the services they propose to provide exclusively through the medium of Irish, exclusively through the medium of English, and through the medium of both Irish and English along with the measures to be adopted to ensure that any services not provided by the body through the medium of the Irish language will be so provided within an agreed timeframe.

ESB published a notice under Section 13 of the Act inviting submissions in relation to the preparation of the draft scheme from interested parties. This scheme has been prepared having regard to those submissions. A working group comprising representatives from the relevant business areas of ESB has assisted in drafting the scheme. Responsibility for monitoring and reviewing the scheme will rest with a designated Irish Language Project Leader reporting to the Corporate Communications Manager (or as revised by any organisation review).

3. Ábhar agus Cuspóirí na Scéime

Roimh chur i bhfeidhm na chéad scéime, bhí tiomantas dea-bhunaithe léirithe ag BSL i ndáil le soláthar seirbhíse trí Ghaeilge. Sa chéad scéim, feabhsaíodh na seirbhísí a bhí ann cheana, agus bunaíodh cinn nua. Mar aon lenár gcéad scéim, is é cuspóir príomhúil na dara scéime a chinntiú go gcuireann BSL seirbhísí lámacha ar fáil dá chustaiméirí san dá theanga oifigiúla agus chun forbairt bhreise a dhéanamh ar an tseirbhís a chuireann BSL ar fáil do chustaiméirí trí mheán na Gaeilge, faoi réir an choinnill, agus faoi réir sin amháin, go seachnófar costais thoirmeascacha.

Tá sé beartaithe againn comhdhlúthú a dhéanamh ar an dul chun cinn a rinneadh faoin ár gcéad scéim, trí iarracht a dhéanamh leibhéal na seirbhísí ama soláthar trí Ghaeilge dár gcustaiméirí a fheabhsú. Tá an scéim seo bunaithe ar an tuiscint gur cuireadh gach ceann dár dtiomantas sa chéad scéim i bhfeidhm. I gcás nár cuireadh tiomantais na scéime sin i bhfeidhm go hiomlán go dtí seo, tá oifig an Choimisinéara Teanga ag déileáil leis an gceist sin.

Is iad seo a leanas na príomhréimsí feabhsaithe seirbhísí faoin gcéad scéim:

3.1 Gréasán agus Seirbhísí Idirghníomhacha:

- Tá láithreán gréasáin Líonraí BSL ar fáil i nGaeilge agus i mBéarla araon.
- Tá gnéithe lámacha láithreán gréasáin Electric Ireland ar fáil sa dá theanga do chustaiméirí leictreachais cónaithe agus custaiméirí gáis araon. Tá seirbhís den chineál céanna ar fáil anois dár gcustaiméirí gnó.
- Tá seirbhísí idirghníomhacha tugtha isteach mar shampla léamh méadair a chur isteach, clárú i gcomhair dochair dhíreach, nó bille a íoc do chustaiméirí baile, agus tá siad ar fáil ar láithreán ghréasáin Líonraí BSL agus Electric Ireland.
- Déantar cáipéisí teicniúla éagsúla a aistriú go Gaeilge agus tá siad ar fáil ar láithreán gréasáin Líonraí BSL.

A mhéid is indéanta, déanfaimid iarracht na leathanaigh ábhartha seirbhísí gréasáin aistriú a leasú go comhuaineach sna leaganacha Gaeilge agus Béarla.

3.2 Teachtaireacht & Teileafónaíocht:

- Soláthraítear teachtaireachtaí leictreonacha ag dul amach ó Electric Ireland (m.sh. teachtaireachtaí téacs agus Teileafónaíocht Gutha Uathoibríoch (AVT) go dátheangach.
- Féadfaidh custaiméirí a idirghníomhaíonn le Electric Ireland trí sheirbhís gutháin Aithint Gutha Idirghníomhach (IVR) a n-idirbhearta a dhéanamh trí mheán na Gaeilge.

3.3 Eile:

- Tá foirmeacha iarratais do chustaiméirí ar fáil i nGaeilge agus i mBéarla.
- Soláthraíonn Líonraí BSL sonraisc agus litreacha luachála i nGaeilge nuair a iarrtar iad.
- Áirítear fógraí faoi ainm agus post na n-údar/fógraí séanta ar theachtairachtaí BSL uile i nGaeilge agus i mBéarla.

3.4 Tacaíocht, Oiliúint & Feasacht

- Bunaíodh post Ceannaire Tionscadail, Acht na dTeangacha Oifigiúla chun ról tacaíochta lámach a sholáthar i ndáil leis na seirbhísí uile a bhaineann leis an nGaeilge i BSL.
- Cuimsíonn Ionad Náisiúnta Teagmhála Custaiméirí BSL agus Comhpháirtithe Gnó ár nIonad Teagmhála feasacht ar an nGaeilge mar chuid de chúrsaí ionduchtaithe agus cúrsaí oiliúna um sheirbhís do chustaiméirí chun a chinntiú go bhfuil an fhoireann ar an eolas faoi:
 - cén fáth a chuireann BSL beartas dátheangach i bhfeidhm;
 - comhthéacs agus cúlra an bheartais; agus
 - conas a rachaidh an beartas i bhfeidhm ar a gcuid oibre.
- Tomhaiseann BSL sástacht custaiméirí le soláthar na seirbhísí trí mheán na Gaeilge trí shuirbhéanna taighde. Cuirimid ár gcustaiméirí ar an eolas maidir lenár seirbhís go léir atá ar fáil trí Ghaeilge trí fhógraí sna meáin Ghaeilge agus sna bróisiúir a bhíonn iniata le billí.
- Tá Cáipéis Bheartas ullmhaithe ag BSL maidir le hAcht an dTeangacha Oifigiúla. Scaipeadh an cáipéis bheartas sin ar na comhaltaí go léir.
- Bunaíodh láithreán gréasáin inlín tiomanta chun an fhoireann a choinneáil ar an eolas maidir le hAcht na dTeangacha Oifigiúla.

3.5 Tairiscint Ghníomhach Seirbhíse

Tapóidh BSL gach deis ina chuid idirghníomhaíochtaí laethúla le custaiméirí na seirbhísí a sholáthraíonn sé trí Ghaeilge a chur chun cinn agus a fhógairt, a fhéadfar a dhéanamh trí:

- chustaiméirí a chur ar an eolas ar bhonn réamhghníomhach maidir leis an rogha atá acu déileáil linn trí Ghaeilge, mar shampla, trí liostú go feiceálach ar ár láithreán gréasáin.
- fhonótaí a ionchorprú ar threoirínte, bileoga eolais agus foirmeacha iarratais roghnaithe a mhíniú go bhfuil na cáipéisí sin ar fáil i nGaeilge chomh maith (i gcásanna nach ndéantar ábhar priontáilte dhátheangach a tháirgeadh faoi chlúdach amháin).
- nótaí a chur isteach le foilseacháin agus fógraí á rá go soláthraíonn BSL seirbhísí trí Ghaeilge, agus dá réir sin, go bhfuil fáilte roimh chustaiméirí ar mian leo deileáil linn i nGaeilge, de réir na dtiomantas ina scéim chomhaontaithe.

Leanfaidh BSL de bheith ag comhlíonadh a dtiomantas éagsúla faoina chéad scéim.

3. The Content and Objectives of the Scheme

Prior to the implementation of the first scheme, ESB had demonstrated a well-established commitment to service provision in Irish. In the first scheme, existing services were enhanced, and new ones established. As with our first scheme, the primary objective of this second scheme is to ensure that ESB provides core services to customers in both official languages, and to develop further ESB's customer services through Irish, subject only to avoiding prohibitive costs.

It is our intention to consolidate on the progress made under our first scheme, by endeavouring to enhance the level of services provided through Irish to our customers. This scheme is based on the understanding that all of our commitments in the first scheme were implemented. In the event of commitments of that scheme not having been fully implemented to date, this matter is being dealt with by the office of An Coimisinéir Teanga.

The following are the main areas of service enhancement under the first scheme:

3.1 Web and Interactive Services:

- The ESB Networks website is available in both Irish and English.
- The core elements of the Electric Ireland website are available in both languages for both residential electricity and gas customers. A similar service is now available to our business customers.
- Interactive services, such as submitting a meter reading, registering for direct debit or paying a bill have been introduced for residential customers and are available on the ESB Networks and Electric Ireland websites.
- Various documents of a technical nature are translated into Irish and are available on the ESB Networks website.

To the extent practicable, we shall endeavour to make amendments to the relevant pages of translated web services available simultaneously in the Irish language and English language versions.

3.2 Messaging and Telephony:

- Outgoing electronic messages from Electric Ireland (e.g. text message and, Automated Voice Telephony (AVT) are provided bilingually.
- Customers who interact with Electric Ireland through ESB's Interactive Voice Recognition (IVR) telephone service can complete their transaction through Irish.

3.3 Others:

- Customer application forms are available in Irish as well as English.
- ESB Networks provides invoices and quotation letters in Irish, on request.
- ESB includes by-line/disclaimer notices on all ESB emails in both Irish and English.

3.4 Support, Training and Awareness

- The position of Project Leader, Official Languages Act, was established to provide a central supporting role for all Irish language related services in ESB.
- ESB's National Customer Contact Centre and our Contact Centre Business Partners include Irish language awareness as part of induction and customer service training courses so as to ensure staff awareness of:
 - why ESB implements a bilingual policy;
 - the context and background to the policy; and
 - how the policy will affect their work.
- ESB measures customers' satisfaction with the provision of services through Irish through research surveys. We inform our customers of all services available in Irish through advertisements in the Irish Language media, brochures and bill inserts.
- ESB has prepared a Policy Document on the Official Languages Act. This policy document has been circulated to all staff.
- A dedicated intranet website has been established to keep staff informed regarding the Official Languages Act.

3.5 An Active Offer of Service

ESB will take every opportunity in its day-to-day interactions with customers to promote and publicise the services it provides through Irish, which may be done by:

- directly informing customers on a pro-active basis of the option of dealing with us through Irish, for example, by prominently listing on our website.
- incorporating footnotes on selected guidelines, leaflets, and applications forms explaining that these documents are also available in Irish (in cases where bilingual printed material is not produced under a single cover).
- including notes in publications and advertisements stating that ESB provides services through Irish and, accordingly, welcomes customers who wish to deal with it in Irish, according to the commitments in its agreed scheme.

ESB will continue to meet its various commitments under its first scheme.

4. Dáta Tosaithe na Scéime

Dhearbhaigh an tAire Ealaíon, Oidhreachta agus Gaeltachta an scéim seo. Tíocfaidh an scéim i bhfeidhm ón 2ú Meán Fómhair 2013 agus beidh sí i bhfeidhm ar feadh tréimhse 3 bliana ón dáta sin nó go dtí go ndearbhóidh an tAire scéim nua de bhun Alt 15 den Acht, cibé ceann acu is déanaí.

5. Príomh-mhodhanna Cumarsáide leis an bPobal

Is iad seo a leanas na príomh-bhealaí ar a ndéanann BSL cumarsáid lena chustaiméirí:

- Billí Leictreachais;
- Bileoga eolais agus bróisiúir;
- Comhfhreagras, glaonna gutháin, ríomhphoist agus téacsanna;
- Foirmeacha iarratais coitianta;
- Eisiúintí leis na Meáin agus Preaseisiúintí;
- Fógraí;
- Óráidí nó ráitis ó phearsanra BSL;
- Láithreán gréasáin, leathanaigh lárnacha;
- Seirbhísí idirghníomhacha & aipeanna.

6. Measúnú ar Sheirbhísí ar fáil trí mheán na Gaeilge Amháin

Ní chuireann BSL aon seirbhís ar fáil dá chustaiméirí trí mheán na Gaeilge amháin.

7. Measúnú ar Sheirbhísí ar fáil trí mheán an Bhéarla Amháin

Is iad seo a leanas na seirbhísí a chuireann BSL ar fáil trí mheán an Bhéarla amháin i láthair na huaire:

7.1 Seirbhísí idirghníomhacha éagsúla.

7.2 Seirbhísí nach mór a bheith i mBéarla amháin mar gheall ar a nádúr agus a gcastacht, i gcomhthéacs timpeallacht tráchtála BSL atá ag éirí níos iomaíche.

4. Commencement Date of Scheme

This scheme has been confirmed by the Minister for Arts, Heritage and the Gaeltacht. The scheme takes effect from 02 September 2013 and shall remain in force for a period of three years from this date, or until a new scheme has been confirmed by the Minister pursuant to Section 15 of the Act, whichever is the later.

5. Principal Means of Communication with the Public

ESB's main communications with its customers include:

- Electricity bills;
 - Information leaflets and brochures;
 - Correspondence and telephone calls, emails and texts;
 - Common application forms;
 - Media and press releases;
 - Advertisements;
 - Speeches or statements by ESB personnel;
 - Websites, core pages; and
 - Interactive services and apps.
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6. Assessment of Services Available through Irish only

ESB does not provide any services to its customers through Irish only.

7. Assessment of Services Available through English only

The services ESB currently provides in English only include:

7.1 Various interactive services.

7.2 Services which by their nature and complexity will necessarily be in English only, in the context of the ESB's increasingly competitive commercial environment.

8. Measúnú ar a Mhéid atá Seirbhísí ar fáil trí mheán na Gaeilge agus trí mheán an Bhéarla

Is iad seo a leanas na seirbhísí na seirbhísí atá ar fáil trí mheán an Bhéarla agus trí mheán na Gaeilge i láthair na huaire:

8.1 Soláthraíonn Electric Ireland billí, ar iarratas, chuig custaiméirí baile trí Ghaeilge.

8.2 Tá na bileoga eolais agus bróisiúir uile atá iniata le billí custaiméirí baile i nGaeilge agus i mBéarla.

8.3 Tugann BSL freagraí i nGaeilge ar an gcomhfhreagras scríofa uile a fhaightear i nGaeilge.

8.4 Tá comhaltaí sna foirne um Sheirbhísí do Chustaiméirí agus Díolacháin atá inniúil sa Ghaeilge ar fáil chun déileáil le ceisteanna ó chustaiméirí. Cuirtear gach comhalta foirne a bhíonn ag déileáil leis an bpobal ar an eolas faoi pholasaí BSL ar chumarsáid i nGaeilge, trí oiliúint um sheirbhísí do chustaiméirí agus ionduchtaithe, agus tá siad eolach ar na nósanna imeachta atá i bhfeidhm a chinntíonn go ndéileáiltear le cumarsáid dá leithéid ar bhealach pras agus sásúil.

8.5 Tá na foirmeacha iarratais go léir do chustaiméirí ar fáil i nGaeilge agus i mBéarla.

8.6 Tá láithreán gréasáin Líonraí BSL dátheangach. Tá gnéithe lárnacha láithreán gréasáin Electric Ireland ar fáil sa dá theanga do chustaiméirí leictreachais cónaithe agus custaiméirí gáis araon. Tá seirbhís den chineál céanna ar fáil anois dár gcustaiméirí gnó.

8.7 Tá cáipéisí teicniúla éagsúla ar fáil i nGaeilge agus i mBéarla ar láithreáin ghréasáin Líonraí BSL.

8.8 Soláthraítear na seirbhísí idirghníomhacha seo a leanas:

- Féadfaidh custaiméirí baile léamh méadair a chur ar fáil ar líne agus i nGaeilge, ar láithreán gréasáin Líonraí BSL.
- Féadfaidh custaiméirí baile billí a íoc, nó clárú do dhochar díreach, ar líne agus i nGaeilge, ar láithreán gréasáin Electric Ireland.

8.9 Féadfaidh custaiméirí a idirghníomhaíonn le BSL Electric Ireland trí sheirbhís gutháin Aithint Gutha Idirghníomhach (IVR) a n-idirbhearta a dhéanamh trí mheán na Gaeilge.

8.10 Sa chás ina soláthraítear teachtaireachtaí leictreonacha amach ó Electric Ireland (m.sh. teachtaireacht téacs agus AVT), tá siad ar fáil i nGaeilge.

8.11 Tá BSL tiomanta post an Cheannaire Tionscadail, Acht

na dTeangacha Oifigiúla, a chothabháil. Tá ról tacaíochta lárnach ag an oifigeach seo i ndáil leis na seirbhísí uile a bhaineann leis an nGaeilge i BSL.

8.12 Leanann an Ceannaire Tionscadail de bheith ag soláthar cúnamh tacaíochta do chomhaltaí foirne a dhéileáil le glaonna gutháin nó comhfhreagras scríofa nó leictreonach eile sa Ghaeilge. Cinntíonn sé/sí go ndéileáiltear go pras agus go héifeachtach le saincheisteanna a eascraíonn i ndáil le seirbhísí BSL trí Ghaeilge.

8.13 Soláthraíonn Líonraí BSL sonraisc agus litreacha luachana trí mheán na Gaeilge, ar iarratas.

8.14 Cuirtear gach cruinniú poiblí i gceantair Ghaeltachta ar siúl go príomhúil trí mheán na Gaeilge.

8.15 Foilsítear leagan Gaeilge agus leagan Béarla de Thuarascáil Bhliantúil BSL de réir mar a éilíonn an tAcht.

8.16 Cuirfear leaganacha Gaeilge de na preaseisiúintí uile ar fáil do na meáin áitiúla agus náisiúnta ar iarratas.

8.17 Nuair atá siad ann, déantar gach iarratas réasúnta aistriúchán a dhéanamh ar scrípteanna d'óráidí agus ráitis ó Phearsanra BSL.

8. Assessment of Extent to which Services are Available through Irish and English

The following services are currently provided in both English and Irish:

- 8.1** Electric Ireland provides bills, on request, to domestic customers through Irish.
- 8.2** All information leaflets and brochures sent as inserts to domestic customers included with the bill, are in both Irish and English.
- 8.3** ESB replies to all written correspondence received in Irish, through Irish.
- 8.4** Our Customer Services and Sales Teams have staff competent in the Irish language available to deal with customer queries. All staff who deal directly with the public are made aware of ESB's policy on communications in Irish, through customer service and induction training, and are familiar with the procedures in place to ensure such communications are dealt with in a prompt and satisfactory manner.
- 8.5** All customer application forms are available in Irish as well as English.
- 8.6** The ESB Networks web site is bilingual. The core elements of the Electric Ireland website are available in both languages for both residential electricity and gas customers. A similar service is also available to our business customers.
- 8.7** Various documents of a technical nature are available in Irish and English on the ESB Networks website.
- 8.8** The following interactive services are provided:
- Domestic customers can submit a meter reading, online and in Irish, on the ESB Networks website.
 - Domestic customers can pay bills, or register for direct debit, online and in Irish, on the Electric Ireland website.
- 8.9** Customers who interact with ESB Electric Ireland through ESB's Interactive Voice Recognition (IVR) telephone service can complete their transaction through Irish.
- 8.10** Where outgoing electronic messages from Electric Ireland (e.g. text message and AVT) are provided, they are available in Irish.
- 8.11** ESB is committed to maintaining the position of Project Leader, Official Languages Act. This officer has a central supporting role for all Irish language-related services in ESB.
- 8.12** The Project Leader continues to provide back-up assistance for staff taking telephone calls or dealing with other written or electronic correspondence in the Irish language. He/she ensures that any issues that arise in relation to ESB's services through Irish are dealt with swiftly and efficiently.
- 8.13** ESB Networks provides invoices and quotation letters in Irish, on request.
- 8.14** All public meetings in Gaeltacht areas are conducted principally through Irish.
- 8.15** ESB's Annual Report is published in Irish and in English as required by the Act.
- 8.16** All press releases will be made available in Irish to local and national media, on request.
- 8.17** All reasonable requests for translations of scripts of speeches and statements of ESB personnel, where such scripts exist, are favourably considered.

9. Feabhas a chur ar Sheirbhísí atá le bheith curtha ar fáil go Dátheangach

Tá BSL tiomanta a chuid seirbhísí, trí Ghaeilge, don phobal i gcoitinne, a fheabhsú ar bhonn leanúnach, ag teacht le riachtanais an Achta. Ina dara scéim glacfaidh BSL na bearta sonracha seo a leanas:

Gréasán agus Seirbhísí Idirghníomhacha:

9.1 Tá gnéithe lárnacha phríomhláithreán gréasáin BSL www.esb.ie ar fáil anois i nGaeilge agus i mBéarla.

9.2 Leasóidh Electric Ireland a sheirbhís mhalartaithe ar-líne ionas gur féidir le custaiméirí nua a mbillí a iarraidh i nGaeilge, thar shaolré na scéime.

9.3 Soláthraíonn Líonraí BSL áis ar-líne ionas gur féidir rochtain a fháil ar na seirbhísí seo a leanas trí Ghaeilge:

- Iarratas ar-líne a dhéanamh ar naisc leictreachais chuig teach aonair tógtha ar a shuíomh féin.
- Iarratas ar-líne a dhéanamh ar athcheangal chuig teach atá dícheangailte ar feadh níos mó ná dhá bhliain (tá riachtanais nasctha nua iomlán i bhfeidhm).

9.4 Le linn shaolré na scéime, déanfaidh Líonraí BSL agus Electric Ireland imscrúdú ar inmharthanacht formáidí dátheangacha do sheirbhísí idirghníomhacha eile.

9.5 Ó thus na scéime seo ar aghaidh, eiseofar preaseisiúntí a bhaineann le ceantair Ghaeltachta go comhuaineach i bhformáid dhátheangach. Eiseofar preaseisiúntí a bhfuil tábhacht shuntasach ag baint leo don phobal i gcoitinne go dátheangach, nuair is cuí.

9.6 Ó thus na scéime seo ar aghaidh, soláthróidh BSL acmhainní oideachais gréasán-bhunaithe dátheangacha chuig múinteoirí agus leanaí scoile. Seo a leanas roinnt samplaí d'acmhainní ar-líne den chineál sin:

- Leideanna sábháilteachta ó 'Captain Safety'
- Ampville: The Electric City

Oiliúint agus Tacaíocht

9.7 Tabharfar cúnamh d'fhostaithe mar chuid dá bPlean Forbartha Pearsanta (PDP), cúrsa Gaeilge a dhéanamh, nuair a léiríonn siad go bhfuil spéis acu a bheith ina gcomhaltaí ainmnithe den phainéal.

9.8 Leanfar le suíomh inlín OLA atá tiomanta don Ghaeilge a fhorbairt mar acmhainn foirne chun dátheangachas a chur chun cinn.

9.9 Tarraingeofar aird fhoireann uile BSL ar na tiomantais arna ndéanamh ag BSL sa scéim seo, agus sa chéad scéim.

9. Enhancement of Services to be Provided Bilingually

ESB is committed to the ongoing improvement of its services, through Irish, to the general public, in line with the requirements of the Act. In its second scheme ESB will adopt the following specific measures:

Web and Interactive Services:

9.1 The core elements of the main ESB website www.esb.ie are now available in both Irish and English.

9.2 Electric Ireland will amend its online switching application service so that new customers can request to have their bill in Irish, over the lifetime of the scheme.

9.3 ESB Networks now provides an online facility to access the following services through Irish:

- Apply online for an electricity connection to a single house built on its own site
- Apply online for an electricity reconnection to a house which has been disconnected for over two years (full new connection requirements apply).

9.4 Over the lifetime of the scheme, ESB Networks and Electric Ireland will investigate the viability of bilingual formats for other interactive services.

9.5 From the commencement of this scheme, press releases with a particular pertinence to Gaeltacht areas will be issued simultaneously in bilingual format. Press releases of significant importance to the general public will be issued bilingually, where appropriate.

9.6 From the commencement of this scheme ESB will provide bilingual web based educational resources, to teachers and school going children. Examples of such existing on line resources include:

- Safety tips from Captain Safety
- Ampville: The Electric City

Training and Support

9.7 Employees will be facilitated as part of their Personal Development Plan (PDP), to pursue an Irish language course, where they express an interest in becoming a designated panel member.

9.8 ESB's dedicated Irish language OLA intranet site will continue to be developed as a staff resource to promote bilingualism.

9.9 The commitments made by ESB in this, and our first scheme, will be brought to the attention of all ESB staff.

10. Áiteanna oibre i gCeantair Ghaeltachta

10.1 Níl aon oifigí poiblí ag BSL i gceantair Ghaeltachta.

10.2 Leanfaidh BSL de bheith ag baint úsáid as Logainmneacha oifigiúla na gceantar Gaeltachta (mar a dhearbhaíonn an tAire sna hOrduithe a bhaineann le Logainmneacha) chun críocha oifigiúla.

11. Córais Faisnéise

11.1 Faoi réir acmhainní a bheith ar fáil, de réir mar a thugtar córais faisnéise nua isteach, nó de réir mar a dhéantar córais reatha a uasghrádú, leanfaidh BSL ag déanamh imscrúdú gníomhach dearfach ar conas is féidir áiseanna dátheangacha nua a chuimsiú.

12. Beartas maidir le Cruinnithe Poiblí

12.1 Tionólfar na cruinnithe go léir sa Ghaeltacht trí mheán na Gaeilge nó go dátheangach.

12.2 Lasmuigh den Ghaeltacht, beidh formhór na gcruinnithe ar siúl sa teanga oifigiúil roghnaithe ag rannpháirtithe an chruinnithe ach amháin má thugtar fógra roimh ré faoi riachtanas bona fide maidir le cruinniú dátheangach.

13. Seirbhísí Gutháin agus Fógraí ó Bhéal

13.1 Má iarrann custaiméir é, beidh foireann fáilteora/lasc-chláir i ngach ceann de na lárionaid phríomhúla BSL um sheirbhís do chustaiméirí in ann gnó a dhéanamh trí mheán na Gaeilge nó custaiméirí a atreorú chuig an oifig nó an ball foirne cuí atá in ann an tseirbhís éilithe a chur ar fáil trí mheán na Gaeilge.

14. Bearta Fógraíochta

Is iad seo a leanas roinnt moltaí breise a chuirfidh BSL ar fáil agus a dhéanfaidh sé a fhorbairt thar shaolré na scéime:

- Rannpháirtíocht i Seachtain na Gaeilge (m.sh. imeachtaí/taispeántais srl.)
- Tacaíocht leanúnach do, agus rannpháirtíocht in imeachtaí Gaeilge
- Tabhairt isteach agus spreagadh Scéim Fáinne dheonach i measc na foirne chun go mbeidh an fhoireann a labhraíonn Gaeilge so-aitheanta don phobal agus dá chéile
- Imeachtaí Gaeilge a eagrú don fhoireann
- Cuid/ábhar Gaeilge a chuimsiú in Irisleabhar na foirne

10. Workplaces in the Gaeltacht Areas

10.1 ESB has no public offices in Gaeltacht areas.

10.2 The official Placenames of Gaeltacht areas (as declared by the Minister in the relevant Placenames Orders) will continue to be used by ESB for official purposes.

11. Information Systems

11.1 Subject to resources, as new information systems are introduced, or existing systems are upgraded, ESB will continue to actively and positively explore how bilingual facilities can be incorporated.

12. Public Meetings Policy

12.1 All meetings in the Gaeltacht will be held through Irish or bilingually.

12.2 Outside the Gaeltacht, all meetings will normally be held in the official language chosen by the participants in the meeting unless prior notice is given of a bona fide requirement for a bilingual meeting.

13. Telephone Services and Oral Announcements

13.1 Receptionist/switchboard staff in the main ESB customer service centres, if requested by the customer, shall be able to transact business through Irish or direct customers to the appropriate office or staff member who can provide the service required through Irish.

14. Promotional Measures

The following are some additional proposals which ESB shall provide and develop over the life of the scheme:

- Participation in Seachtain na Gaeilge/Irish Language Week (e.g. events/exhibitions etc.)
- Ongoing support for, and participation in, Irish language events
- Introduction and encouragement of voluntary Fáinne Scheme among staff so that Irish-speaking staff are readily identifiable to the public and to each other
- Organisation of Irish language events for staff
- Inclusion of Irish language section/material in staff magazine

15. Cur i bhfeidhm, Monatóireacht agus Athbhreithniú

15.1 Cur i bhfeidhm

Mar aon leis an gcéad scéim, ullmhófar tuarascáil dul chun cinn bhliantúil ó Líonraí BSL agus Electric Ireland agus cuimseofar achoimre de na tuairiscí sin i dTuarascáil Bhliantúil BSL.

15.2 Monatóireacht agus Athbhreithniú

Déanfaidh BSL athbhreithniú leanúnach ar fheidhmiú éifeachtúil na scéime, go príomhúil trí mheán na meicníochtaí atá leagtha amach in 15.1 thuas.

Beidh an fhreagracht fhoriomlán ag an gCeannaire Tionscadail Gaeilge as comhlíonadh na Scéime a chinntiú, chomh maith le saintacaíocht leanúnach a sholáthar do bhainisteoirí líne agus don fhoireann.

Déanfaidh BSL suirbhéanna taighde chun sástacht a chustaiméirí le soláthar na seirbhísí trí mheán na Gaeilge a thomhas.

Féadfaidh BSL tús a chur le gníomhaíochtaí forbartha breise nach bhfuil clúdaithe faoin scéim seo.

16. An Scéim Aontaithe a Phoibliú

Déanfar ábhar na scéime seo, le cois tiomantais agus forálacha na scéime seo, a phoibliú don fhoireann agus don phobal i gcoitinne ar na bealaí seo a leanas:

- Seoladh Oifigiúil na Scéime
- Scaipfear í ar ghníomhaireachtaí agus comhlachtaí poiblí cuí
- Láithreán gréasáin agus suíomh inlín

Cuireadh cóip den scéim seo ar aghaidh chuig Oifig Choimisinéir na dTeangacha Oifigiúla freisin.

Is é an leagan Béarla an leagan bunaidh den scéim seo.

Ba chóir aon cheisteanna faoin scéim agus iarratais ar shoiléiriú a tharchur chuig Ceannaire an Tionscadail, Acht na dTeangacha Oifigiúla, Príomh-Oifig BSL.

15. Implementation, Monitoring and Revision

15.1 Implementation

As with the first scheme, an annual progress report from ESB Networks and Electric Ireland will be prepared and a summary of these reports will be included in ESB's Annual Report.

15.2 Monitoring and Revision

ESB will keep the effective operation of the scheme under review, principally through the mechanisms outlined in 15.1 above.

The Irish Language Project Leader, as well as providing ongoing specialist support to line managers and staff, will have overall responsibility for ensuring compliance with the scheme.

ESB will carry out research surveys to assess customers' satisfaction with the provision of services through Irish.

ESB may initiate further development activities not covered in this scheme.

16. Publicising of Agreed Scheme

The contents of this scheme along with the commitments and provisions of the scheme will be publicised to staff and to the general public by means of:

- Official launch of scheme
- Circulation to appropriate agencies and public bodies
- Website and intranet site

A copy of this scheme has also been forwarded to Oifig Choimisinéir na dTeangacha Oifigiúla.

The English language version is the original version of this scheme.

All queries on the scheme and requests for clarification should be forwarded to the Project Leader, Official Languages Act, ESB Head Office.