

Awesome customer service is one of the things we do best. For us, we're on the same team. Each and every Ecotricity customer is helping us to change the way energy is made and used in Britain – just by paying their green energy bills.

Customer service is about doing the simple things right: we answer the phone ourselves, we keep our promises, and we fix problems quickly.

Mistakes happen, but what's important is how you deal with them. So if you're ever unhappy with any aspect of our service, however big or small, please tell us and give us the chance to help you and put things right.

## How we handle complaints

### Step 1: Let us know

If something isn't right, the first thing to do is tell us. We'll do all we can to fix things as quickly as possible – and we'll put one of our expert advisors on the case who'll keep in touch with you until everything's back the way it should be.

If we find that we've made a mistake, we'll hold our hands up, say sorry, take action to put things right, and give you a full explanation. Where appropriate, we'll compensate you as a matter of course, and offer interest-free payment plans for any debt left outstanding too.

### Step 2: Complaint Review

If you're not happy with the outcome of that first contact, or if you feel there's something we haven't dealt with properly, we'll get our experts on the case.

Our experts will look at every query and every issue from a customer perspective: they are impartial, they review each issue objectively on a case-by-case basis, and their mission is to resolve any problem in a fair and objective way. They will be in touch directly once their investigation is complete.

### Step 3: Independent help

It's rare for problems to get to this stage, but if your issue hasn't been resolved in eight weeks, or if you're not happy with the conclusion that we've presented following a review of the complaint, we'll let you know how you can get independent help from Ombudsman Services: Energy.

## How to contact us

### By phone

You can call us on **0345 555 7 100**, you can find our opening hours at [ecotricity.co.uk/customer-service/contact-us](https://www.ecotricity.co.uk/customer-service/contact-us).

### By email

For general questions or help, email [home@ecotricity.co.uk](mailto:home@ecotricity.co.uk). If you have an issue or a complaint, you can email our complaints team at [complaints@ecotricity.co.uk](mailto:complaints@ecotricity.co.uk).

### Online

If you'd like to log an issue or complaint online, simply complete the form [here](#).

### In writing

If you'd prefer to send us a letter about an issue, please address it to: **FAO Complaints, FREEPOST ECOTRICITY.**

### In person

Or if you're local to our Stroud offices, we can arrange for you to visit our team to discuss your concerns face-to-face too – just get in touch and we'll arrange an appointment.

## What you can expect from us:

If you get in touch with an issue, we will:

- put our expert team on the case
- treat you as we would want to be treated
- try to resolve your enquiry the first time you contact us
- keep you updated on how we're handling your complaint, and let you know how long it will take to fix
- aim to provide you with a full response within a few days if you make a complaint – if we're not able to do this, we'll give you a plan of what we're going to do and when, and only close complaints when they're completely resolved.

## Independent review

It's rare for problems to get to this stage, but if we're not able to sort things out to your satisfaction, then there are two bodies you can go to for independent help.

Citizens Advice Consumer Service provides independent advice and you're able to contact them if we're not able to resolve your complaint by the end of the next working day. They are also able to help you at any point after that if you're in need of some independent advice. The Energy Supply Ombudsman is an independent body that adjudicates between customers and energy companies if your complaint is unresolved after eight weeks, or if you've been unable to reach a resolution with us. You can find contact details for independent help on our website [here](#).

## Standards of service

As part of our Supply Licence, we're legally obliged to meet guaranteed service standards relating to billing, metering and customer enquiries.

We train our awesome customer service team so that they're fully equipped to give the highest level of service – and we rigorously monitor and retest our team to ensure that we're always delivering the best service we can.

The industry's Guaranteed and Overall Standards of Service cover the activities of your local network operator too. The network operating company owns the local distribution system, which we use to transport electricity from the National Grid to your home.

Our industry regulator, Ofgem (Office of Gas and Electricity Markets), ensures that the network operators comply with these standards.

## Find out more

See our [if something goes wrong page](#).

You can request a copy of this code in large print - simply give us a call on **0345 555 7 100** or email [home@ecotricity.co.uk](mailto:home@ecotricity.co.uk).

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