

Treating You Fairly

Customer Service Codes of Practice



Outstanding customer service is at the heart of what we do. We treat you the way we like to be treated ourselves. And we work hard to make sure our service is always the best we can make it. It's something we've always done, and always will do.

The energy regulator sets licence conditions to ensure that all energy suppliers treat customers fairly. But for us, treating customers fairly is part of our DNA – and we think the same should apply to all energy companies.

When you switch to Ecotricity, you'll experience our award-winning customer service. We think it's the best in the industry – but don't just take our word for it, read what our customers say about us online at www.ecotricity.co.uk/for-your-home/best-customer-service/testimonials

We make it really easy for you to speak to us too. There are no automated phone lines – you'll get straight through to a real person, who'll always try to resolve your query right there and then. If for some reason they can't, they'll pass you to a specialist staff member who can look into your query.

If you're not a customer, but would like to switch to us, we'll tell you everything you need know to make an informed decision – and we'll always be upfront and clear with you.

We operate an Ethical Pricing Policy too, which means we have just one simple tariff for electricity and one for gas – and all of our customers are always on our latest price, regardless of when they joined us or how they pay.

Finally, if you don't want to remain a customer, you're free to leave us at any time, with no penalties.

And while we're proud to say that mistakes are a rare occurrence, when things do go wrong we have a simple process to support you. You can find out more about that here: www.ecotricity.co.uk/customer-service/if-something-goes-wrong

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