

### Making an enquiry

If you need any help understanding your bill or are unhappy with any aspect of our service, please tell us about it and give us the chance to put things right.

You may request a copy of this code in large print and on audio cassette.

### How to contact us

#### By phone

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

Email us at [home@ecotricity.co.uk](mailto:home@ecotricity.co.uk) or, if you have a complaint, please email our Complaints Team at [complaints@ecotricity.co.uk](mailto:complaints@ecotricity.co.uk).

#### Online

Complete the form at [www.ecotricity.co.uk/customer-service/contact-us](https://www.ecotricity.co.uk/customer-service/contact-us)

#### In writing

Please address all correspondence to: Customer Services, Ecotricity, Unicorn House, Russell Street, Stroud, Gloucestershire GL5 3AX.

#### In person

If you're local we can arrange for you to visit our Stroud offices to discuss your concerns face to face, just let us know.

### What you can expect from us, we will:

- ask our meter reader to take regular meter readings to help maintain the accuracy of our bills
- provide accurate and timely bills
- provide a prompt response to any enquiry you make
- regularly assess payment plan accounts and adjust payments where necessary, with appropriate notice, and taking into account your ability to pay
- be sympathetic if you're finding it difficult to pay
- provide you with help and guidance to prevent debt and disconnection if you ask us to
- allow you to repay any debt in manageable instalments through a payment plan, Fuel Direct or a Pay As You Go (prepayment) meter
- install a Pay As You Go meter where it's safe and practical to do so
- promote the efficient use of energy and offer free, impartial advice to help you reduce your energy bills
- treat you with fairness and courtesy at all times
- treat all personal and financial details you provide in confidence.

### What you can do to help us maintain your account accurately, please:

- allow our meter readers access to your home, when required
- provide your own meter readings if you miss the meter reader or receive an estimated bill – you can do this online at [www.ecotricity.co.uk](https://www.ecotricity.co.uk), by phone to **0345 555 7 100** or by post
- call us immediately on **0345 555 7 100** if you don't agree with a bill
- let us know as soon as possible if you think your meter is faulty
- call us immediately on **0345 555 7 100** if you're having difficulty paying your bill, so we can offer help and advice
- call us **0345 555 7 500** if you're planning to move home
- call us on **0345 555 7 100** as soon as possible if you move into a new home that we supply so we can set up an account for you
- tell us of any changes to your contact details.

## If you're having difficulties paying your bill

- You may be eligible to pay directly from your social security benefit via a scheme called Fuel Direct
- You can pay by regular instalments
- You can Pay As You Go – or make repayments – via a prepayment meter.

## Debt

If you're finding it difficult to pay your bills we'll try and help you. We may allow you to spread the money you owe us over a period of time. To discuss payment options with us, including any Instalment Plan, please call us on **0345 555 7 100**.

## How you can pay your bill

### Via our website

You can set up a Direct Debit and pay by credit or debit card via our website. Just visit [www.ecotricity.co.uk/customer-service/pay-your-bill](http://www.ecotricity.co.uk/customer-service/pay-your-bill).

### Monthly

You can pay by monthly Direct Debit, Standing Order or cash/cheque each month to help you spread your energy costs over the year. Regular meter readings help us to make your energy bills as accurate as possible, ensuring you don't pay either too much or too little and we look at your annual use at least every 12 months to calculate how much you'll pay each month. We may need to change your monthly payment to reflect any differences in energy consumption after this review but we'll always notify you of any proposed change. We recommend you send us a meter reading every three months.

### Direct Debit following dispatch of the bill

You can pay by Direct Debit directly from your bank or building society account. We'll send you your electricity and/gas bill and wait at least 10 working days before we deduct the amount from your account, to allow you time to query the bill should you wish to do so.

### By phone or online banking

If you wish to pay by this method our bank details are as follows:

**Bank Account no:** 62606380

**Sort Code:** 40-14-13

**Account name:** The Renewable Energy Co Ltd

**Reference:** Your customer account number from the front of your bill

### By post

Please make your cheque payable to Ecotricity and write your account number (from the front of your bill) on the back. Send it with your bill payment slip to: Ecotricity, Freepost SWC 3376, Stroud, GL5 3BR.

### At any bank

Please make your cheque payable to Ecotricity and write your account number (from the front of your bill) on the back. Then take it with your bill payment slip to any bank. Some banks may charge for this service.

### By credit or debit card

We can take a card payment online or over the phone. Please go to [www.ecotricity.co.uk/pay-my-bill](http://www.ecotricity.co.uk/pay-my-bill) or call us on **0345 555 7 100** with your credit or debit card details.

### At any Post Office

Please make your cheque payable to Post Office Ltd and write your account number (from the front of this bill) on the back. Take it with your bill payment slip to any Post Office. The Post Office will charge for this service.

### Frequent cash payments

If you wish to pay by regular cash payments, we can provide a payment card that'll allow you to pay in cash at any Post Office. This service is free.

### Fuel Direct

If you're in receipt of state benefit, such as Income Support or Jobseekers' Allowance you can apply to join the Fuel Direct scheme. If the Department of Work & Pensions (DWP) accepts you onto the scheme they'll deduct an agreed sum off your benefits to cover your energy costs and any outstanding balance on your account.

### Pay As You Go (prepayment meter)

We recognise some of our customers prefer to pay for their electricity using prepayment meters. We may also install a Pay As You Go meter – with or without your agreement – to reclaim outstanding debt.

Pay As You Go meters require a personal key or card – bought and re-charged at a range of outlets – including food stores and garages (some of which are open 24 hours). We advise you to keep your key or card topped up so that you receive a continuous supply of energy. We can

provide you with a list of local outlets in your area.

Please see our Pay As You go meters Code of Practice for further information.

## By Standing Order

Please call us on **0345 555 7 100** to agree your payment details.

## Safety net for vulnerable customers

If you can't pay your bill and you believe you're vulnerable, it's important that you contact us to let us know. We can help you to manage your debt and ongoing usage to protect you from disconnection. So please contact us.

- To stop your supply from being disconnected
- To agree a payment plan or join the Fuel Direct scheme, if you're eligible
- If you're a tenant and your landlord should have paid the bill, but hasn't
- To tell us if you're going to be away from home for one month or more so that we can consider delaying your bill until you return
- To tell us that the account you've been asked to pay is in someone else's name
- If we tell you we plan to disconnect your energy supply you can contact Social Services, The Department of Work & Pensions or Consumer Futures for help.

## Priority Services Register

Our Priority Services Register helps us to help customers with special requirements. Customers – or someone acting on their behalf – can register with us and tell us about any special requirements they have. We also tell their local electricity distribution company that they have special requirements, as they need this information for meter readings and maintenance.

Visit [www.ecotricity.co.uk/customer-service/priority-services](http://www.ecotricity.co.uk/customer-service/priority-services) for more information and an application or call us on **0345 555 7 100**.

## Disconnection

We'll take all possible steps to avoid disconnecting your energy supply if you're experiencing payment problems. We won't disconnect your supply in winter (October to March) if:

- You're a pensioner who lives alone
- You are a pensioner who lives with other pensioners or people under 18 years old
- You are disabled or chronically sick
- You live with people under 16

We issue a reminder for any outstanding debt 14 days after the date the bill was issued, a final reminder seven days later and a final notice seven days after the final reminder. Please contact us as soon as you're aware you have a debt that you can't pay in full.

However, if you don't communicate or co-operate with us we'll enforce, by law, our right to be paid for the energy we've provided to you.

Firstly, we'll take all reasonable steps to recover any charges though fitting a prepayment meter. If this isn't appropriate we may refer your account to a debt collection agency, take court action against you, or disconnect your supply.

We'll always tell you if we decide to take legal action against you, or if we're making arrangements to disconnect your energy supply. We'll also let you know when we plan to carry out the disconnection.

You may be held liable for any charges associated with following up your debt. If you refuse us access to your home we'll return with a warrant of entry from the court.

## Restoring a disconnected supply

We can arrange to restore your energy supply by midnight on the next working day, if you:

- Pay the full amount you owe, including a fee for reconnecting your supply, together with any security deposit that may be required
- Agree to a suitable payment plan
- Agree that we can fit a Pay As You go meter, if it's safe and practical to do so. We can set the meter to collect ongoing usage and any remaining debt.

Please note: we have a statutory power to refuse to restore a supply where there has been criminal damage, such as meter interference.

## Standards of service

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

All our staff are carefully selected and given extensive training to help ensure that you receive the highest level of customer service and our customer contact team are rigorously monitored and retested on their competencies.

The industry's Guaranteed and Overall Standards of Service cover the activities of your local network operator. 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.

## What to do if we get it wrong

We aim to provide the highest level of service, but inevitably mistakes do happen. If we've made a mistake, or you're unhappy with any aspect of our service, please tell us and we will strive to put things right immediately.

You can find full details of our complaints process at [www.ecotricity.co.uk/customer-service/if-something-goes-wrong](http://www.ecotricity.co.uk/customer-service/if-something-goes-wrong), including a downloadable version of our Complaint Handling Code of practice. Or you can get a copy by calling us on **0345 555 7 100**.

## Find out more

Read Ecotricity's Standards of Service – [www.ecotricity.co.uk/customer-service/the-legal-stuff/standards-of-service](http://www.ecotricity.co.uk/customer-service/the-legal-stuff/standards-of-service)

The National Debt Helpline – [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

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