

Complaints

to the company

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Our Codes of Practice are available in a variety of different formats. Please contact the Customer Service Centre on freephone 0800 363 363 or Minicom freephone 0800 056 6560 for a copy in:

- braille
- large print
- audio cassette
- alternative language.





Introduction

At E.ON we're committed to providing excellent service and we're continually working to improve our standards even further. If for any reason you're not satisfied with the service you've received, it's important that you tell us so we can resolve the problem straight away. This Code tells you how we deal with any complaint we receive.

What is a complaint?

A complaint is any contact from, or on behalf of, a customer/potential customer, who is not satisfied with any part of our service. Our complaints procedure aims to ensure that any complaints are dealt with fairly and efficiently. All complaints are treated confidentially.

How do I contact you?

- **Call us free on 0800 363 363. Our advisors are ready to deal with your query and are trained to provide you with a first class service.**
- **Write to us at:**
 - Customer Service Centre**
 - E.ON**
 - PO BOX 7750**
 - Nottingham**
 - NG1 6WR**
- **Email us at domestic@eonenergy.com**
- **Hearing impaired customers can contact us via our Minicom on freephone 0800 056 6560.**
- **We also offer a translation service. For more details please call us on freephone 0800 363 363.**

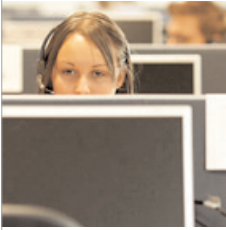
What if I'm not happy?

In the unlikely event that your query is still not resolved after speaking to one of our advisors, please ask to speak to a manager or call our Complaints team on freephone 0800 096 1156. They will deal with your query straight away by providing an explanation and an apology for any problems caused.

If the complaint is still not resolved to your satisfaction, please write to our Customer Service Director at E.ON, PO Box 9069, Nottingham NG1 9BU or email directorofcustomerservice@eonenergy.com

They will undertake a full review of your complaint within 10 working days.

Where we have to undertake further investigations, we'll inform you within 10 working days and will keep you updated on our progress. If you're still not happy following the response from our Customer Service Director, you can ask energywatch to look into the matter for you. energywatch is an independent consumer organisation. For their contact details, see the 'Help and advice' section on page 4.



From 1 July 2006, in the unlikely event that your complaint has still not been resolved, you can refer it to the Energy Supply Ombudsman. The Energy Supply Ombudsman is a free and independent service which is empowered to resolve customer disputes in relation to billing and change of supplier.

The Energy Supply Ombudsman can only consider a complaint if we've been given up to 8 weeks to resolve it and complaints must be made to them within nine months of bringing it to our attention. If we've made it clear that we've done all we can to resolve your complaint by issuing a 'deadlock' letter, you have six months from the date of the letter to refer your complaint to them. For their contact details see the 'Help and advice' section on page 4.

Complaints about disruptions to gas and electricity supplies

If your complaint is about disruptions, interruptions or the infrastructure of your gas or electricity supply, you should contact your electricity distribution company or gas transportation company directly. You'll find their contact details on the back of your bill.

If you're unsure where to direct your complaint, please contact us and we'll advise you. Once they've received your complaint, they guarantee a response within five working days.

In cases where a failure payment is automatically due to you, we or your local distribution company will send this to you within 10 working days. An extra £20 payment will be automatically paid if we or your distributor fail to do this.

Guaranteed Standards of Service

Our Guaranteed Standards of Service set out the standards of service that you should receive from us. If we fail to match these standards, you may be entitled to receive compensation.

Full details of our standards are available in our Standards of Service booklet. For more information, call us on freephone 0800 363 363.

Learning from complaints

We're committed to continually improving our customer service, so all of our complaints are analysed and used to enhance our service to you and other customers.

We may ask for feedback on the service that you've received. Please take the time and opportunity to let us know your views as your feedback is valuable to us. If you have any suggestions or ideas that you'd like to share with us, please let us know.

Help and advice

For advice and information, call us free of charge on any of the numbers shown below. If you feel your enquiry hasn't been resolved satisfactorily, please ask to speak to a manager or call our Complaints team on 0800 096 1156.

To help us improve service quality, we may record phone calls from time to time.

If we still can't resolve your enquiry, energywatch (the independent Gas and Electricity Consumer Council) may be able to help, but please contact us first. For details of where to find your nearest energywatch office please call them on the number opposite.

Contact us

Customer Service: 0800 363 363

Energy efficiency advice: 0500 201 000

Minicom service: 0800 056 6560

E-mail: domestic@eonenergy.com

Address: E.ON, PO Box 9069 Nottingham NG1 9BU

Translation service

We offer a translation service via the telephone. For more information please contact our Customer Service Centre on freephone 0800 363 363.

Note

This Code of Practice has been agreed and approved by Ofgem, following consultation with energywatch. This Code of Practice complies with Condition 25 of the Electricity Supply Licence, and Standard Condition 25 of the Gas Supply Licence, both granted to the Company by the Secretary of State. energywatch and Ofgem will measure our performance against this Code of Practice. Monitoring returns are provided quarterly and procedures have been agreed and set down separately.

Information on how we're performing can be obtained free of charge, on request, from our Customer Service Centre.

We also publish and operate Codes of Practice on:

- **payment of bills and guidance for customers in difficulty**
- **services for prepayment customers**
- **access to your home or business**
- **energy efficiency**
- **help and advice for customers with special needs.**

You can obtain all these documents free of charge, on request, from our Customer Service Centre. Call freephone 0800 363 363.

Useful contacts

Advice groups

The following organisations may be able to give specialist advice and information:

Age Concern England

Address: **Astral House,
1268 London Road
London SW16 4ER**

Telephone: **0800 009 966**

Website: **ageconcern.org.uk**

Energy Supply Ombudsman

Address: **PO Box 966,
Warrington WA4 9DF**

Telephone: **0845 055 0760
01925 530 263**

Fax: **0845 055 0765
01925 530 264**

Textphone: **18001 0845 051 1513
18001 01925 430 886**

Website: **energy-ombudsman.org.uk**

Email: **enquiries@energyombudsman.org.uk**

National Debtline

Telephone: **0808 808 4000**

Website: **nationaldebtline.co.uk**

Energy Saving Trust

Address: **21 Dartmouth Street,
London SW1H 9BP**

Telephone: **020 7222 0101**

Website: **est.org.uk**

Citizens Advice Bureau

Telephone: **020 7833 2181**

Website: **adviceguide.org.uk**

energywatch

Telephone: **0845 906 0708**

Minicom: **0845 769 7128 (electricity)
0845 758 1401 (gas)**

Website: **energywatch.org.uk**

The Disabled Living Foundation

Address: **380-384 Harrow Road,
London W9 2HU**

Telephone: **0845 130 9177**

Website: **dlf.org.uk**