



Complaints

to the company

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Our Codes of Practice are available in a variety of different formats. Please contact the Residential Customer Service Centre on 0845 059 9905, or Business on 0845 055 0065, or Minicom freephone 0800 056 6560 for a copy in:

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





Introduction

This Code of Practice is applicable to our Residential and Small business customers. A Small business customer is defined as a company consuming up to 55,000 kWh of electricity or 200,000 kWh of gas per annum or employs fewer than 10 employees.

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?

Our advisors are ready to deal with your query and are trained to provide you with a first class service.

Residential Customers

- Call us on **0845 059 9905**.
- 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 **0845 059 9905**.

Business Customers

- Call us on **0845 055 0065**.
- Write to us at:
**Business Customer Service
E.ON Energy Ltd
Newland House
Mount Street
Nottingham
NG1 6PG**
- Email us at **business@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 **0845 055 0065**.

What if I'm not happy?

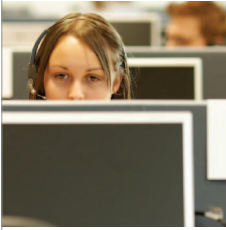
In the unlikely event that your query is still not resolved after speaking to one of our advisors, please ask to speak to a manager or call our Residential Complaints team on 0845 300 6301 or our Business team on 0845 303 4060. They will deal with your query straight away by providing an explanation and an apology for any problems caused.

If after speaking to a Manager or the complaints team, your complaint is still not resolved to your satisfaction, please contact our dedicated team of specialists at our Directors' Office and we will conduct a full review of your account. We'll inform you within 10 working days and we will keep you updated on our progress.

Residential Customers Customer Service Director E.ON, PO Box 9069, Nottingham NG1 9BU or email directorofcustomerservice@eonenergy.com or call 0845 302 4340.

Business Customers Business Customer Service Director Griffin Court, Phoenix Park, Colliers Way, Nottingham, NG8 6AT or email businesscustomerservicedirector@eonenergy.com or call 0845 302 4279.

When resolving your complaint we will offer you an explanation and an apology. We will also take remedial actions, which may in certain circumstances result in us giving you compensation.



If your complaint has still not been resolved, you can refer it to the Energy Ombudsman. The Energy Ombudsman is set up to deal with unresolved Residential and Small business customer disputes, it is an independent body and its service is free to you.

The Energy 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.

The Energy Ombudsman may require us to provide any or all of the following:

A service of some practical action that will benefit you, an apology or explanation or a financial award. If your complaint is investigated and you decide to accept the Ombudsman's decision then the outcome of this is binding on us. 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.

For more information, Residential customers call us on 0845 059 9905; Business customers on 0845 055 0065.

Residential Sales complaints

As well as regulatory codes, including the Doorstep Selling Regulations and licence condition 25, our face to face salespeople comply with the EnergySure Code of Practice which ensures a high standard of service. The Code ensures that all salespeople go through a robust recruitment process and ongoing training. On the rare occasion that any E.ON salespeople breach any of the Codes we will carry out an investigation. Following this you may be entitled to compensation in appropriate circumstances.

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 on any of the numbers shown below. If you feel your enquiry hasn't been resolved satisfactorily, please ask to speak to a manager. If you wish to discuss making an enquiry in person please call 0845 302 4340.

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

Contact us

Residential Customers

Customer Service: 0845 059 9905
Energy efficiency advice: 0845 301 4875
Minicom service: 0800 056 6560
E-mail: domestic@eonenergy.com
Address: E.ON, PO Box 9069 Nottingham NG1 9BU

Business Customers

Customer Service: 0845 055 0065
Energy efficiency advice: 0845 301 4889
Minicom service: 0800 056 6560
E-mail: business@eonenergy.com
Address: Business Customer Service, E.ON Energy Limited, Newland House, Mount Street, Nottingham, NG1 6PG

Translation service

We offer a translation service via the telephone. For more information please contact our Residential Customer Service Centre on 0845 059 9905 or Business Service Centre on 0845 055 0065.

Note

Our complaints handling procedure is governed by the Consumer Complaints Handling Standards Regulations 2008. A copy of these Regulations can be obtained from opsi.gov.uk/si/si2008/uksi_20081898_en_1.

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 for Residential customers 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 visit our website:-

eonenergy.com/About-Us/About-us-Codes-of-practice.htm or on request, by calling 0845 059 9905.

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**

Citizens Advice Bureau

Telephone: **020 7833 2181**
Website: **adviceguide.org.uk**

Consumer Direct

For clear, practical residential customer advice, contact
Telephone: **0845 404 0506**
Website: **consumerdirect.gov.uk**

Consumer Direct

For clear, practical customer advice, contact
Telephone: **0845 404 0506**
Website: **consumerdirect.gov.uk**

Energy Ombudsman

Address: **PO Box 966,
Warrington WA4 9DF**
Telephone: **0330 440 1624**
Fax: **0330 440 1625**
Textphone: **0845 051 1513**
Website: **energy-ombudsman.org.uk**
Email: **enquiries@energy-ombudsman.org.uk**

Energy Saving Trust

Address: **21 Dartmouth Street,
London SW1H 9BP**
Telephone: **020 7222 0101**
Website: **est.org.uk**

The Disabled Living Foundation

Address: **380-384 Harrow Road,
London W9 2HU**
Telephone: **0845 130 9177**
Website: **dlf.org.uk**

National Debtline

Telephone: **0808 808 4000**
Website: **nationaldebtline.co.uk**