

Treating customers fairly

Our service for residential customers

"Our customers continue to be at the heart of everything we do"

Tony Cocker,
Chief Executive,
E.ON UK

Customer Fairness at E.ON

So that you, our customers, feel fairly treated by us every time, we worked with customers and colleagues to seek to define what fair treatment felt like. Therefore we aim to treat you fairly by:

- being honest with you – giving you simple, clear and accurate information so that you can make informed decisions
- saying sorry if we make a mistake – telling you promptly how and when we'll put things right, and keeping you informed of progress
- making it easy for you to contact us, because we know your time is precious, and communicating with you in easy to understand language and in a way of your choice
- giving you help to meet your energy needs, like ways to help you use less
- listening to you so that we focus on improving the things that are important.

We will also make sure that we are fair to each other at E.ON so that we naturally use this experience to treat you fairly.

Each year we publish a statement to share what we've done, and plan to do, to continue to treat you fairly, and you've told us that it is important to you that we share our progress. Treating customers fairly is one of the goals of our strategy to help us achieve our vision of becoming your partner of choice for energy solutions.

Our customers continue to be at the heart of everything we do and our aim is to treat you fairly at all times. We've defined what we think that means for our customers in our definition of fairness above and have been putting it into practice. We set out in this statement the things we have done in 2016, in-line with Ofgem's [Standards of Conduct](#). If you'd like to help us change things in the future, please join our [YourSay Panel](#).

Tony Cocker,
Chief Executive, E.ON UK



We're proud to have won Large Supplier of the Year in the uSwitch Energy Awards 2014 and 2015, and we won the award for Overall Customer Satisfaction in both 2012 and 2013.

For any queries, more information about [Ofgem Standards of Conduct](#), or if you would like a copy of this statement please contact us at:

 email.queries@eonenergy.com

 0345 059 9905

 Customer Service Centre,
E.ON,
PO Box 7750,
Nottingham
NG1 6WR

Our UK based call centres are open
8am to 8pm, Monday to Friday and
8am to 6pm on a Saturday.

 Follow us on [Facebook](#)
 or [Twitter](#) for news about
E.ON or to help you with
your account or go to
eonenergy.com for live
chat assistance.

Helping our customers. We're on it.

What we've done in 2016, and plan to do

Being honest with you

- We were the first of the larger suppliers to reduce our standard gas price in January 2016
- We've signed up to [The Energy Switch Guarantee](#), a set of 10 commitments developed by energy suppliers, which aim to give peace of mind to customers that their energy providers will be reliable and hassle-free
- We've continued to make significant investments in improving our monitoring of conversations with customers that result in a sale, to ensure we treat customers fairly and deliver good customer outcomes
- We've developed our fairness rule of thumb, which we ask all of our colleagues to consider when making a customer-related decision: "How would I feel about that outcome if this customer was me, my colleague or a loved one?"

Saying sorry if we make a mistake

- We continue to analyse the root causes of customer complaints to improve processes in the areas that cause our customers to complain most
- We coach our advisors to explain how we intend to resolve a complaint, and always to gain the customer's agreement that any complaint is resolved to their satisfaction before it is closed
- We monitor the outcomes of our complaints referred to the Energy Ombudsman, to assess and seek to improve the proportion of our resolutions that the Ombudsman upholds, to see if he believes we are treating our customers fairly

Making it easy for you to contact us

- We launched our live chat function, enabling customers to talk to us directly online and get their queries resolved
- We continue to have UK based call centres, charged at your local rate, as well as a range of other ways to contact us, for example post, email, social media, through our app or through live chat
- We continue to monitor the time it takes for you to get through to us, so we can identify any 'hot spots' that might emerge to increase waiting times, so we can resolve them as quickly as possible

Giving you help to meet your energy needs

- We've rolled out our care and assessment tool to help our advisors ask the right questions to identify when a customer is vulnerable and offer the appropriate support and help
- Our [E.ON Energy Fund](#) has provided £3.6m of energy related support to eligible pensioners, families, low income households and people with disabilities and serious illness so far in 2016**
- We've launched the E.ON [Homebuyer's guide](#) to help people understand more about energy efficiency and what to look out for during prospective property viewings. The online guide is designed to be used alongside the Energy Performance Certificate (EPC) to help people get a fuller picture of a property's energy potential or pitfalls
- As well as providing energy efficiency services for some of our most vulnerable customers as part of our Energy Company Obligation (ECO) commitments, we've also rolled out services such as boiler installations and insulation to a wider audience
- We've started our roll-out of [Smart Pay As You Go](#) to our pre-payment customers. [Smart Pay As You Go](#) lets residential pre-payment customers, who want to pay for their energy as they use it, have access to all of our tariffs, with the same prices as customers who pay by fixed monthly Direct Debit
- Online customers can continue to use the [Saving Energy Toolkit](#) to compare their energy usage to other E.ON customers in their area and find practical ways of saving energy

Listening to you

- We've listened and acted on feedback through our 29,000 strong customer [YourSay Panel](#)
- Colleagues of all seniority levels and from all parts of the business, have taken part in face to face and online customer engagement sessions, hearing directly from customers about their experiences of E.ON
- We've carried out thousands of customer satisfaction surveys, speaking to our customers to find out their views of us and of their interactions with us

Future plans

- We are accelerating our smart meter installation programme, recruiting and training more colleagues to complete the installations
- We will be piloting a virtual smart in-home display, available on your mobile phone or tablet instead of a separate unit, to understand if this encourages customers to make more energy savings
- We are creating a multi-skilled Centre of Excellence for complaints to seek to improve customer satisfaction, including making it much easier for customers to deal with one person

*To get Smart Pay As You Go you'll need a free compatible smart meter installed

** Figures correct as of August 31st 2016

How we ensure we treat customers fairly

Strategic direction and oversight

- We have fundamentally re-shaped our business to enable us to focus more closely on our customers
- We have launched our new strategy for 2016-18. At its heart is a commitment to treat customers fairly and to deliver fair outcomes to customers, we also aim to work with our customers to deliver the solutions that will make their lives easier
- We are in the process of transforming our business by creating Centres of Excellence enabling our advisors to focus on specific types of work so we can provide a truly excellent experience to our customers
- The E.ON UK Board regularly reviews how we are treating customers fairly, including having a Board customer day each month

Independent challenge

- We continue to work with an independent consumer champion to review how well we're embedding the Ofgem [Standards of Conduct](#) and treating customers fairly, and have responded to his recommendations, for example, by developing the definition of 'Customer Fairness at E.ON' you see in this statement, as well as our fairness rule of thumb, which we refer to above

Making fair decisions

- We have updated our Fair Decision Form to improve the quality of decisions we are making and ensure that fair outcomes are achieved for our customers

Listening to customers and colleagues

- We regularly seek feedback from customers, for example through our [YourSay Panel](#), face to face and online customer engagement sessions and customer satisfaction surveys
- Colleagues can raise any concerns or ideas for improvements that we can make for customers through an online tool, Hotwire. We also seek feedback from colleagues about how we are treating customers fairly, for example through our colleague panel and surveys

Supporting colleagues to treat customers fairly

- Colleagues complete an online interactive learning package on joining the company so that they understand the importance of being fair to customers in everything we do
- We have made available to colleagues a range of meeting and agenda templates to support the delivery of fair outcomes for customers