

Our service for large energy users

Customer Fairness at E.ON

At E.ON we want to create a better tomorrow by helping you with your energy needs and putting you, our customers, at the heart of our business. The energy world has changed and is continuing to change at a rapid pace, however what remains the same is the dedication and focus we apply to treating our customers fairly and ensuring fair outcomes for all.

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; and
- 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 can naturally use this experience to treat you fairly.

As we move into a smart new energy world where innovation is pushing the boundaries of what we can offer our customers, treating customers fairly will remain an integral pillar of our strategy and is the reason why we publish this customer statement outlining what we have done, will do and continue to do to treat customers fairly and ensure fair outcomes for all.

Michael Lewis,
Chief Executive, E.ON UK

Treating customers fairly



e.on

What we did in 2017, and plan to do

Being honest with you

- We announced a new set of standards for both Third Party Intermediaries (TPIs) and our own internal business sales teams, aimed at giving all business customers better quality service and greater protection when agreeing energy contracts.

Saying sorry if we make a mistake

- We continue to monitor the outcomes of our complaints referred to the Energy Ombudsman so that we learn from situations where they believe we have not treated our customer fairly or done all we should to resolve the complaint.
- We coach our advisors to explain how we intend to resolve a complaint, and always try to gain our customer's agreement that any complaint is resolved to their satisfaction before it is closed.

Making it easy for you to contact us

- We continue to record our calls enabling us to coach colleagues using real examples so that they're better equipped to answer any customer query.

Giving you help to meet your energy needs

- We're trusted to supply energy to thousands of UK businesses and we know that one size doesn't fit all. That's why our focus is to supply tailored solutions to suit all our customers' needs. We offer 15 supply options ensuring that customers get the supply contract that is right for them.
- We offer a range of innovative and tailored energy solutions to help business use energy more efficiently. We don't want to just sell businesses a single solution; we want to understand their business to find a range of energy solutions to meet their needs and make their business more profitable.
- We now offer a service to install and run low emission vehicle charging facilities which businesses can offer to employees, customers or the public.

Listening to you

- Colleagues of all levels, from customer facing staff to Board members, and from all parts of our business, have taken part in face to face and online customer listening sessions, hearing directly from our customers about their experiences of E.ON. Customer listening sessions give our colleagues opportunities to get closer to our customers and understand what's important to them. This empowers our colleagues to become customer centric and prioritise our customer's needs when making decisions about our business.
- 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 will continue to keep our direct customers engaged by sending quarterly newsletters and setting up a number of webinars to keep them up to date with the changes to the energy industry and our solutions offerings.
- Our purpose within the next five years is to offer every single one of our customers a sustainable energy solution that's just right for each of them. In 2018 we will be further developing our portfolio of solutions to make this a reality.

About E.ON in the UK

We are one of the UK's leading power and gas companies – generating mostly low carbon electricity, and retailing power and gas. We're part of the E.ON group, one of the world's largest investor-owned power and gas companies employing around 9,400 people in the UK.

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We're all unique in our way. Our attitudes, lifestyles, behaviours and preferences are what make us individuals.

So we're on a mission to bring that into energy by making it personal, so it works for you, your home and your business.

Improving people's lives.

Inspiring the next generation

Energise Anything is our education programme, designed to inspire young people in Science, Technology, Engineering and Maths. From powering Martian colonies and playing music with wired-up bananas, to mimicking huddling penguins - we want to energise young people's inquisitive minds and a love of science, while also playing our part in plugging the STEM skills shortage in the UK.

Our in school workshops have been delivered throughout the country and we aim to reach 18,000 students in 2017. We also provide free online resources for teachers and parents to help educate and inspire the energy users of tomorrow.

E.ON and Alzheimer's Society

Our charity partner is Alzheimer's Society, who passionately believe that life doesn't end when dementia begins. They do everything they can to keep people with dementia connected to their lives and the people who matter most. We are working with Alzheimer's Society to raise money through colleague fundraising to fund their Dementia Support workers and make E.ON a dementia friendly business.

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

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We're open 8.30am to 5pm, Monday to Thursday and 8.30am to 4pm on a Friday.

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E.ON UK plc

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