

Our service for residential customers

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 that we were increasing our standard variable dual fuel prices effective from 26 April 2017 and explained that this was due in large part to increasing policy costs and other costs we don't control.

Saying sorry if we make a mistake

- We had some service issues in 2017 and let some customers down. We are sorry for that. We have put a service recovery team in place to seek to improve our customer's experience of us and we are pleased at the improvements we have seen.
- We 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.
- All colleagues who interact with customers and those who manage and support them, undertake a complaints accreditation each calendar year on how to handle and resolve complaints fairly.

Making it easy for you to contact us

- We launched what is believed to be the energy industry's first ever online 'chatbot' service, specifically designed to help customers manage their energy accounts when they're moving home.
- We sent over one million energy interventions targeted at our standard customers, including a 'could you pay less?' campaign, innovative new tariffs and bespoke potential savings information, to encourage them to consider our other tariffs through which they could pay less. In addition, we wrote to customers on our standard variable tariff who were in potentially vulnerable situations with a quote for an exclusive fixed one year tariff, as well as developing a programme to speak directly with customers who may be less likely to respond to other methods.

Giving you help to meet your energy needs

- We launched E.ON Solar and Storage, an innovative home energy solution technology that uses rooftop solar PV panels to convert sunlight into electricity, that can be used straightaway or stored in an at home battery.
- We launched E.ON Cap and Track 1 Year, a new dual fuel, fixed monthly Direct Debit tariff, which tracks the average price of energy tariffs available on the Energylinx website. If the average market price at the customer's review has fallen below their start price, their price will be lowered accordingly. However if the average market price at their quarterly review is higher, then the customer's price is guaranteed not to rise above the price they originally signed up to.
- We launched two renewable tariffs. The E.ON Clean Energy tariff matches a customer's energy usage with energy from a renewable source. The E.ON Fixed 1 Year Electric Vehicle tariff is also matched to renewable sources, but in addition is designed to meet the needs of customers owning an electric or hybrid vehicle.

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.

Future plans

- We committed to replacing our standard variable tariff (SVT) with a fixed term tariff with no exit fee for any customer with an E.ON smart meter installed in early 2018. We will also from 2018 be using the new regulatory rules for customers who are currently on a fixed term tariff and who have not chosen another product during the renewal process to move them onto a new fixed term tariff with no exit fees.

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.

Our purpose in 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.

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 or if you would like a copy of this statement please contact us at:

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

Customer Service Centre

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E.ON Energy Solutions Limited

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