

Because keeping a promise matters

Our Guaranteed Standards of Service
make sure we do what we say we will

Helping our customers.
We're on it.

e-on

This booklet tells you about the standards of service you deserve from us as your energy supplier and from the companies that distribute energy to your home. If we don't meet these standards and let you down, we'll compensate you.

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Helping you pay less. We're on it.

We're doing all we can to help you pay less on your energy bill, from helping you choose our best deal for you, to giving you savings and discounts.



Up to £100 Savings & Discounts each year

- £70 per year off your standing charge by paying by fixed monthly direct debit (that's £35 per fuel).
- £20 discount off your bill each year for having both fuels with us.
- £10 for having an online account with paperless billing (£5 per fuel).



E.ON Reward Points

Over 1.7m customers have signed up to E.ON Rewards already, and so far we've given away more than £7m in Tesco Clubcard points and Bonus Bond gift vouchers. [Go to page 6](#) to find out more.



Making sure you are on our best deal for you

We'll always tell you on your energy bill if there is a cheaper tariff. You can opt into our price alert and we will email you every time we launch a new version of your fixed price energy tariff. [Go to page 4](#) to find out more.



Your Saving Energy Toolkit

Over 1m customers have already used our Saving Energy Toolkit to explore their energy use and see how they could save energy in their homes. By answering just a few questions you can also find out what's using the most energy in your home too.

[Go to page 5](#) to find out more.

To find out more on how we could help you pay less for your energy, please read on.

Helping you find our best deal for you

We want to help our customers and change things for the better.

We have four tariffs for you to choose from. To find our best deal for you, visit eonenergy.com/yourdeal or give us a call on **0333 202 4918**.

Price Alert

If you sign up to Price Alert we will email you to let you know if we launch a new version of your fixed price energy tariff. If you then decide to switch to the new tariff, you can do this without any exit fees.

To sign up to Price Alert you will need to be on one of our new fixed energy tariffs and have an online account. For more information visit eonenergy.com/price

Get connected online

We want to help make it easy to get online. E.ON, alongside digital skills charity Go ON UK, is supporting people who want to become more confident on the internet. Visit digitalskills.com for more details and start learning today.



Ever wondered what's using the most energy in your home? Well now you can find out

Your Saving Energy Toolkit will show you what's using the most energy in your home. You can also:

- Compare your energy use to similar homes in your area.
- Find hints and tips and set yourself energy saving goals.
- Compare your usage month by month.

All you need to do is go online, log into your E.ON account and then click on Saving Energy Toolkit. If you haven't registered yet, you can do this at **eonenergy.com/yourtoolkit**





E.ON Rewards - A little thank you from us

We all deserve a little reward from time to time, which is why we've launched E.ON Rewards. If you're on one of our eligible electricity or dual fuel tariffs, you can sign up to E.ON Rewards and earn up to 1,500 reward points every year, worth £15, simply for being our customer.

Once you've signed up, you'll earn points every day and they'll be added to your points balance each month. You can exchange them for Tesco Clubcard points at any time or Bonusbond gift vouchers for every 500 points you have.

To find out more about E.ON Rewards and how to sign up, visit eonenergy.com/rewardpoints

To exchange your E.ON Reward Points online, visit eonenergy.com/onlineexchange



The new smart way to save and pay

We're upgrading our customers' meters to smart meters for free. Smart meters are part of a nationwide programme designed to help you see how much energy you're using and save you money, thanks to a handy in-home smart energy display.

With smart meters, customers are benefitting from:

- Accurate bills - smart meters send your meter readings directly to us, so you don't have to. That means more accurate bills and one less thing to think about.
- Better understanding of what you use and what that costs in pounds and pence.
- Being set up and ready for the future with the latest technology.

From 2016 we're rolling out new Smart Pay As You Go, giving you more control over the way you use and pay for your energy. You'll be able to:

- Add money to your account online or by using our Smart Pay As You Go app, whenever and wherever you are.
- See what you're spending in pounds and pence.
- Receive email alerts when it's time to top up.

To find out more about smart meters and Smart Pay As You Go, or to register your interest, go to eonenergy.com/smartmeters

Treating our customers fairly

As our customer, you're important to us. Our aim is to give you simpler products, at fair prices and a responsive, friendly and helpful service.

We've been changing and we'll continue to change to make sure we treat you fairly in everything we do. We won't forget that you've chosen us and we'll work hard for you, so you'll want to stay with us. We know that energy bills are a big part of your spend and we're really focused on keeping our costs down so you pay no more than you need.

Read our Treating Our Customers Fairly Statement online at [eonenergy.com/customerstatement](https://www.eonenergy.com/customerstatement)

It sets out how we're seeking to continue to treat you fairly through what we have done, and plan to do, to make sure we achieve our aim and meet the Standards of Conduct that you can expect of us.

Guaranteed Standards of Service

There are certain standards of service you can expect when it comes to your energy supply. Some of these standards we've set ourselves; others are part of the licence conditions set for energy companies by Ofgem, the energy industry regulator.

We will pay our residential and SME business customers £30 for each electricity account failure and £30 for each gas account

failure or a single payment of £30 for a dual fuel failure. If you believe you are entitled to a compensation payment, please contact us.

Compensation payments are added to your account balance if you're a residential or SME business customer with a credit meter or by cheque if you have a prepayment meter.

Appointments

You contact us to book an appointment

If you contact us to book an appointment, we'll respond to you within five working days to offer you an appointment and make sure:

- that the first arrival time band we offer is four hours or less in length;
- that the appointment date is no greater than 56 calendar days in the future and
- that the right type of appointment is booked.

Should we fail any of the above then the £30 compensation payment is due. We won't make a failure payment if any of the following happens:

- If you reject the first appointment offer and we offer alternative times and dates
- If you want a smart meter installed but we haven't contacted you to book an appointment.

If you are due a payment we'll pay you £30 for each electricity account and gas account failure unless the appointment is for a dual fuel combined appointment in which case one £30 payment will be made.

We contact you or ask you to contact us to book an appointment

If we contact you or ask you to contact us we must make sure:

- that the first arrival time band we offer is four hours or less in length
- that the appointment date is no greater than 56 calendar days in the future and
- that the right type of appointment is booked.

Should we fail any of the above then the £30 compensation payment is due. We won't make a failure payment if you reject the first appointment offer and we offer alternative times and dates.

If you are due a payment we'll pay you £30 for each electricity account and gas account failure unless the appointment is for a dual fuel combined appointment in which case one £30 payment will be made.

Appointments (cont'd)

We need to re-arrange your appointment

If we need to re-arrange your appointment we must give you at least 24 hours' notice. If we have been unable to give you at least 24 hours notice then you'll be entitled to a £30 compensation payment. If the appointment was for a dual fuel combined appointment, one £30 payment will be made.

An appointment has been agreed with you

On the day of the appointment we will make sure we arrive at your property on time and the technician has the required skills and resources to complete the appointment as we understood at the time of booking.

However if any of the following happens we don't have to make a failure payment:

- if you've agreed for us to arrive earlier than the arranged arrival time, or
- if we identify an issue on the day of the appointment that we weren't aware of at the time of booking which requires additional resource or required skills.

If you are due a payment, we'll pay you £30. If the appointment was for a dual fuel combined appointment one £30 payment will be made.

Reconnections

This applies to residential customers with a credit meter

If we agree to reconnect your supply following a disconnection for failure to pay, we will make sure we reconnect you within 24 hours.

Should we fail to do so we will pay you £30.

Faulty meters

Credit meters

This applies to residential customers with a credit meter

If you contact us and you or we believe you may have a faulty credit meter we will make sure we do each of the following:

- complete an initial assessment to determine if the meter is faulty within five working days of you contacting us.
- take an appropriate action within five working days of you contacting us if we believe there is a fault with the meter. This can consist of booking an appointment to exchange or investigate the problem further.
- offer to confirm the result of our initial assessment and what we're going to do next in writing within five working days of you contacting us.

Should we fail in any of the above, we will pay you £30 for each failure.

Prepayment meters

These apply to residential customers with a prepayment meter

If you contact us about a faulty prepayment meter and you're off supply we will make sure we do the following:

- arrive at your property within three hours when the problem is reported between the working hours of 8am to 8pm Monday to Friday excluding bank holidays.
- arrive at your property within four hours when the problem is reported between the working hours of 9am to 5pm on Saturday, Sundays and bank holidays.
- start to take action at the beginning of the next day if the problem is reported outside of the working hours detailed above.

Should we fail in any of the above, we will pay you a £30.

If you contact us about a faulty prepayment meter and you're on supply we will make sure we do the following:

- start to action to confirm if the meter is faulty within three hours when the problem is reported between the working hours of 8am to 8pm Monday to Friday excluding bank holidays.
- start to action to confirm if the meter is faulty within four hours when the problem is reported between the working hours of 9am to 5pm on Saturdays, Sundays and bank holidays.
- start to take action at the beginning of the next day if the problem is reported of the working hours detailed above.

Should we fail in any of the above, we will pay you £30.

Additional standard payment and, or guarantee of guarantee

This applies to residential and SME business customers.

If we owe you a Guarantee Standard of Service payment and we don't pay you this within ten working days we'll pay you the original payment owed plus an additional £30.

Distribution and Gas Transporter payments

This applies to residential and SME business customers.

Distribution and gas transporter companies may ask us to pay compensation to you in instances of loss of supply - see below. They will let us know who is due compensation and the amount. If your electricity distributor or gas transporter asks us to pass on a

Guarantee Standard of Service payment to you we must do this within 10 working days. If we fail to do so, then we will pay you an additional £30.

If you need to query the compensation or the amount please speak to your electricity distributor or gas transporter.

The service you can expect from your electricity distributor

These are the standards of service you can expect from the electricity distributors who operate the electricity network.

If your main fuse stops working

If your main fuse fails and cuts off your electricity, your distribution company will be with you within a set number of hours. These are:

- Weekdays: call between 7am and 7pm, and they'll be there within 3 hours.
- Weekends and bank holidays: call between 9am and 5pm, and they'll be there within 4 hours.

If they take any longer, they'll pay you £22. If you contact them outside of these hours, they will start to handle your query from the start of the next working day.

If your electricity keeps cutting out

If your supply cuts out for more than 3 hours on 4 or more separate occasions over the course of a year (from 1 April), you can claim £54. You'll have to make your claim by the end of June – that's 3 months after the year ends.

When you make your claim, you'll need to give the address of the house or building that's been affected, and the dates of the power cut. You won't be able to claim for any incidents you've already had compensation for.

If your electricity cuts out because of power shortages

Very rarely there might be electricity shortages in your area. When that happens, your power might cut out because you're 'sharing' it with other homes and businesses. These are called rota disconnections, because your distributor schedules a rota so that each home or business takes it in turn to share its power.

Your distributor will make sure the supply is interrupted for as short a time as possible – and you shouldn't go without electricity for more than 24 hours overall.

If you're cut off for longer than that, you can claim from your distributor up to 3 months after they've restored the supply. If they approve the claim, they'll pay you £54 (for domestic customers) or £108 (for businesses).

If your distribution company is planning to interrupt your electricity

If your local distribution company needs to interrupt your electricity, they'll give you at least 2 days' notice. If they don't, you can claim by getting in touch with them within a month of the interruption. They'll pay £22 to domestic customers and £44 for businesses.

If your power cuts out for any other reason

During normal weather

Your distribution company will get your power back on within 18 hours of being told about a fault. If they don't, you can make a claim up to 3 months after the power comes back. They'll pay £54 for domestic customers and £108 for business customers. On top of that, they'll give you £27 for every extra 12 hours you don't have electricity.

If the problem has affected more than 5,000 buildings, your distribution company will get the power back on within 24 hours of finding out about the problem. If they don't, and you make a valid claim up to 3 months after the power comes back, they'll pay £54 if you're a domestic customer or £108 for business customers.

On top of that, they'll give you £27 for every extra 12 hours you don't have electricity, up to £216.

During severe weather

During particularly bad weather, it might take longer to get your power back on. You might be able to claim compensation if your power isn't back in 24 to 48 hours, depending on how many faults there are and how many people are affected. You can claim by getting in touch with your distributor within 3 months after the power comes back.

If your claim is accepted, they'll pay £27 (to domestic customers and business customers) and £27 on top of that for every extra 12 hours you don't have electricity, up to £216.

How we define severe weather

Category 1 - medium events

Between 8 and 13 times the normal amount of faults in 1 day for events where lightning is not involved.

Or

At least 8 times the normal amount of faults in 1 day - if the problem has been caused by lightning.

Your distributor will reconnect you within 24 hours.

Category 2 - large events

At least 13 times the normal amount of faults in 1 day (as long as the problem has not been caused by lightning).

Your distributor will reconnect you within 48 hours.

Category 3 - very large events

Any severe weather events that affect at least 35% of exposed customers.

In these cases, your distributor will reconnect you in a specific period, which they'll work out using a formula based on the number of premises affected, as set out in the regulations.

If you're having problems with your voltage

If you tell your distributor about a problem with your voltage, they'll either give you an explanation in writing within 5 working days or offer to come and investigate within 7 working days.

If they don't, they'll pay you £22.

If you need an estimate to set up a new supply and connection

Once you've given your local distributor the information they need, they'll give you an estimate for a new connection. For details on quotes, how long it will take to get connected and compensation payments, please go to your local distributor's website.

Making and keeping appointments

When they need to visit your home or business, your distributor will make and keep appointments. They'll offer to come in the morning, afternoon or in a 2-hour time slot. (This doesn't apply to visits about connections work).

If they don't show up when they say they will, they'll pay you £22.

When you can expect your compensation

There are some cases where you'll get your compensation automatically - if these are due we (or your distribution company) will send it to you within 10 working days of finding out about the problem.

The only exception is if we're dealing with payments to do with problems during particularly severe weather. In those cases we (or your distributor) will send your payment as soon as we can.

If we don't, you'll get another £22.

Where our electricity source comes from Domestic and small business

Electricity source			
Fuel type	E.ON Energy Solutions Limited (%)	E.ON UK Overall Average (%)	UK Average Totals (%)
Coal	38.6	33.9	26.7
Natural Gas	36.2	31.7	29.7
Nuclear	14.2	12.4	22.2
Renewable	4.7	16.5	19.3
Other	6.3	5.5	2.1
Total	100	100	100

For more information on the environmental impact of your electricity supply go to: eonenergy.com/fuelmix

E.ON Energy Solutions Limited is part of the E.ON SE Group. The E.ON Energy Solutions Limited figures show the mix of electricity used to supply the power to our residential and small business customers. The E.ON UK overall figures show the mix of electricity used to supply power to all of our customers, including residential, small business and industrial and commercial customers. The UK average figures show the mix of electricity used by all licensed suppliers to all of their customers.

Data year: 1 April 2014 to 31 March 2015

The service you can expect from your gas transporter

These are the standards of service you can expect from the gas transporters who make up the gas network.

A steady supply to your home or business

If your gas gets disconnected unexpectedly

If your domestic gas supply fails and you haven't been warned about it, your gas transporter will reconnect you within 24 hours.

If they don't, they'll pay you £30. And you'll get another £30 for every extra 24 hours you're off supply, up to £1,000.

If your gas transporter needs to cut off your gas

Sometimes your gas transporter will have to temporarily interrupt your gas supply to work on the pipes in your area. They'll let you know when and why it's happening at least 5 working days before they start.

If they don't, you can make a claim up to 3 months after your gas was cut off. They'll pay £20 for domestic homes and £50 for businesses.

Reconnecting your gas after work in or around your building

Your gas transporter will reconnect your gas within 10 working days of finishing work on the pipelines or mains within or under your premises.

If they take any longer, they'll pay £50 for domestic customers and £100 to businesses. And for every 5 extra working days you're without gas, they'll pay another £50 (for domestic homes) or £100 (to businesses).

When you need work done

If you need a new connection, or need to change one you already have

If you ask your gas transporter for information about the gas mains in and around your land (a land enquiry), they'll get back to you within 5 working days.

If they don't, they'll pay you £40. They'll pay another £40 every working day until they answer up to a maximum of £250.

For straightforward changes or new connections to small or medium supplies

If you ask for a quote for a standard new connection before 5pm on a working day, your gas transporter will send it to you within 6 working days. The same goes for getting quotes for straight forward changes.

If they don't, they'll pay £10. You'll get an extra £10 for every working day until they send you a quote up to a maximum of £250.

For more complicated changes or new connections to small or medium supplies

If it's a non-standard new connection or change, they'll send you the quote in 11 working days.

If they don't, they'll pay £10. You'll get an extra £10 for every working day until they send you a quote up to a maximum of £250.

Definitions of small/medium and large gas supplies

Small/medium supplies: up to and including 275kW per hour.

Large supplies: greater than 275kW per hour.

For more complicated changes or new connections to large supplies

If you need a quote for large-scale work, your transporter will get back to you within 21 working days.

If you don't hear from them in that time, you'll get £20, and an extra £20 for every working day until they send you a quote up to a maximum of £500.

If you're given a quote that's wrong

If you get a quote for a job and it's not in line with your gas transporter's published accuracy scheme, you're entitled to a new quote and a refund of any money you've overpaid. You're also entitled to compensation for late quotes.

For more information about quotes, talk to your gas transporter.



Setting work dates

Once you accept a quote, your gas transporter will be in touch within 20 working days to let you know when the work's due to start and finish.

If they take longer to get back to you, they'll pay £20 for small to medium supplies, and £40 for large supplies. You'll also get an extra £20 for small to medium supplies or £40 for large supplies for every working day until they give you the work dates.

Getting work done on time

If your gas transporter doesn't finish a job in the time they've agreed with you, they'll pay you for each working day they go over schedule. How much they pay you will depend on the quote for the work.

New connection and alteration completion dates

Quoted cost	Penalty	Cap
Up to and including £1,000	£20	Lesser of £200 or the contract sum
£1,001 to £4,000	Lesser of £100 or 2.5% of the contract sum	25% of the contract sum
£4,001 to £20,000	£100	25% of the contract sum
£20,001 to £50,000	£100	£5,000
£50,001 to £100,000	£150	£9,000

Alternative ways to heat your home and cook if you lose your gas supply

If your gas gets disconnected, planned or not, and you're a Priority Services Registered domestic customer, your gas transporter will make sure you have other ways to heat your home and cook. You'll get these within 4 hours (from 8am to 8pm), or 8 hours if the gas cuts out unexpectedly and it affects more than 250 people.

If your gas transporter doesn't meet these standards, they'll pay you £24 as long as you let them know about it up to 3 months after it happened.

Getting money back and sorting out complaints

When you can expect to hear back if you complain

Your gas transporter will get back to you in detail within 10 working days upon receipt of a complaint in writing or over the telephone to a specified customer services telephone number.

If a visit to your premises, or additional information from a third party is required to sort out the complaint, they'll issue an initial written response within 10 working days to explain the situation and also provide you with a point of contact.

They'll then send you a more detailed answer within 20 working days of getting your complaint.

If they don't meet those deadlines, they'll pay you £20. You'll also get £20 for every extra 5 working days you don't hear from them, up to a maximum of £100.

Getting your compensation payments

If your gas transporter doesn't meet one or more of the standards, they'll write to you (or us) and pay you what they owe within 20 working days of the compensation being due.

If they don't, you'll get an extra £20.

For unplanned interruptions, your gas transporter will also make payments if your premises are not connected to their pipeline system. These payments will either be paid to you or the gas transporter, whose pipelines are connected to your premises within 10 working days. Where payments have been received from other gas transporters, your gas transporter will pass this payment to you within 5 working days.

A cap on how much you'll get back

There's a cap on how much your gas transporter will pay for problems to do with getting quotes, setting work dates, or asking about new connections and changes. The cap is £250 for small or medium supplies, and £500 for large supplies.

What's not covered

There are some situations that aren't covered by the guaranteed standards – these are usually cases where we don't have any control over what's happened, for example:

- Particularly severe weather.
- Industrial action.
- Damage caused by the customer.
- Not being able to get into a building.
- Disputes over labour.
- Safety reasons.
- Legal reasons.

Gas transporters' licence standards

Calls to your gas transporter

Your gas transporter will answer your call within 30 seconds. This covers the National Gas Emergency Service, the meter enquiry line and the meter point reference number helpline. They aim to answer 90% of calls within that time.

Gas emergencies

An engineer will get to uncontrolled gas leaks within 1 hour, and controlled leaks within 2 hours.

They aim to get to 97% of leaks, whether uncontrolled or controlled, within that time.

Here's how your gas transporters did between 1 April 2014 and 31 March 2015:

Gas transporters' performance				
Gas transporter owner	Network area owned by gas transporter	% Performance achieved against Licence Standards in 2014/2015		
		Telephone response times	Response to uncontrolled escapes	Response to controlled escapes
National Grid	East of England	92.96	97.60	98.47
	London	92.96	97.39	97.73
	North-west	92.96	98.20	98.93
	West Midlands	92.96	97.52	98.29
Scotland Gas Networks	Scotland	92.96	98.75	99.59
Southern Gas Networks	Southern	92.96	98.50	99.37
Wales and West Utilities	Wales and West	92.96	98.48	99.60
Northern Gas Networks	Northern	92.96	99.86	99.99



Staying safe around gas

Four steps you can take to protect your home or building:

1. Fit an audible carbon monoxide alarm.
2. Have your appliances – fires, heaters, boilers and cookers, for example – checked regularly by a Gas Safe™ registered engineer.
3. Don't block ventilation.
4. Learn to spot the signs of carbon monoxide poisoning and leaks (page 20).

What to do if you think you've got a gas leak

- Put out any naked flames – that includes cigarettes.
- Don't switch any electrical appliances on or off (including light switches).
- Open doors and windows to let air circulate.
- Turn off any gas equipment you think might be causing the leak.
- Keep people away from the area.
- Turn off your gas meter. (Don't do this if your meter is in a confined space, as the fumes could make you sick).

If you smell gas – or you need to report a gas explosion or fire – call the National Gas Emergency Service helpline straightaway free on **0800 111 999**.

What you need to know about carbon monoxide

What is carbon monoxide and why is it dangerous?

Carbon monoxide is a highly poisonous gas. It's difficult to detect because it has no colour, taste or smell.

When you burn fuels like gas, coal, wood and charcoal indoors, the oxygen in the room gets used up and replaced with carbon dioxide. If that carbon dioxide builds up, it stops the fuel from burning properly and the fuel releases carbon monoxide instead.

Breathing in carbon monoxide can kill you. Even in less serious cases, it can lead to long-term health problems.

Some of the symptoms of carbon monoxide poisoning are:

- Feeling short of breath.
- Mild nausea.
- Confusion.
- Feeling extremely tired.
- Mild headaches.
- Abdominal pains.
- Sore throat and a dry cough.

If you or anyone in your home shows any of these symptoms, talk to a doctor as soon as possible.

How do I know if there's carbon monoxide in my home or building?

The most reliable way to detect carbon monoxide is to get an audible carbon monoxide alarm fitted. But there are some warning signs that can also help:

- The case or wall around your gas appliance is stained or discoloured.
- The appliance burns with a yellow or orange flame.
- There's a strange smell when the appliance is on.
- The flue is damaged, blocked or broken.
- The pilot light goes out regularly.
- There's an unusual build-up of condensation.



About carbon monoxide alarms

An audible carbon monoxide alarm works like a smoke alarm: you can fit one to your ceiling and it will go off if it detects carbon monoxide. (Only use alarms certified and approved to the latest British standards – BS EN50291).

You can buy an alarm from DIY shops – they normally cost between £20 and £45.

How can I make sure the gas appliances in my home or building are safe?

If you think a gas appliance might not be working properly, stop using it straightaway and get in touch with a Gas Safe™ registered engineer for advice.

Benefits of having a gas safety check

We recommend you get your property checked by a Gas Safe™ registered engineer every year to check that your gas appliances are safe. Some people are eligible for free check-ups – we've included more about this later.

If you rent your home, your landlord must make sure you get a gas safety check once a year.

What to expect from a gas safety check

When an engineer comes to your home or business, they'll check everything that runs on gas to make sure it's up to scratch. If they think an appliance doesn't meet the safety standard, they'll put a red warning notice on it and you must not use it until it's been fixed or replaced.

It's illegal for anyone other than a Gas Safe™ registered engineer to take off the notice. The engineer will talk to you about how to fix an appliance that's condemned. You can also check on gassaferegister.co.uk

Am I eligible for a free gas safety check?

If you've not had a gas safety check in the last 12 months, you could be eligible for a free check if we supply your gas, you're on a means-tested benefit, own your own home and are one of the following:

- Living alone and are of pensionable age, disabled or chronically sick.
- Living with others who are ALL of pensionable age, disabled, chronically sick or under 18 years.
- Living with a child who is under 5 years old.

If you qualify, call us on **0333 202 4760**.

More help and information

Extra help if you need it – the Priority Services Register

If you're of pensionable age, chronically sick, or are registered as disabled, we can give you extra help. Let us know about your special circumstances and we'll add you to our Priority Services Register. Some of the extra help you could get includes:

- Free gas safety check.
- A password for extra security.
- Your bills in Braille, Large print or Audio.
- Minicom and TextDirect.

We'll make a note of your needs and keep them in mind whenever we get in touch with you. Call us on **0333 202 4760** to ask us to add you to the register. If you're on our Age UK tariff, please call free on **0800 917 3353**.

Our codes of practice

We follow the industry codes of practice for accurate bills. Visit [eonenergy.com/About-eon/how-we-service-our-customers/Codes-of-Practice](https://www.eonenergy.com/About-eon/how-we-service-our-customers/Codes-of-Practice) or call us on **0345 052 0000** to ask for more information about this, or about any of our other codes of practice. They cover:

- Handling complaints.
- Visiting homes.
- Customers with special needs.
- Using prepayment meters.
- Help with paying bills.
- Using electricity and gas efficiently.

Staying connected

Further information, which may help you understand what to expect from your gas or electricity supplier can be found at [eonenergy.com/stayingconnected](https://www.eonenergy.com/stayingconnected)

Prepayment

We will send you your statement at least once a year. Even though we always try to use the readings from your meter on your statement, we still need to come and read it in person every 2 years to make sure the readings are correct and the meter is safe.

Resolving your complaint

Sometimes we get things wrong; please tell us because we're really passionate about putting it right. You can contact us using one of the options below:

- Phone: **0333 2024 606**
- Email: via [eonenergy.com/contact](https://www.eonenergy.com/contact)
- Write: **Customer Service Centre, E.ON, PO Box 7750, Nottingham NG1 6WR**
- Minicom: **0800 056 6560** or TextDirect suitable for deaf customers.

Our customer care team are trained to put things right for you straight away. If they can't, they'll connect you with our Resolution Team, who are dedicated to fixing the problem for you. The resolution of your complaint might include actions to put our mistake right, an apology, an explanation, and compensation. We aim to resolve nine out of ten complaints within two days. We expect to be able to resolve most other complaints within three weeks, but we'll tell you if we can't.

Reviewing your complaint

If you're not satisfied that we've sorted it out, or you're not happy with how we've dealt with things, we'll carry out an internal review of your case. We'll look into how we've handled it and the resolution offered.

We will let you know what the outcome of the review is and the reasons for our decision. We will normally take less than two working days to carry out the review. If we agree to carry out other actions following the review we will let you know how long it is likely to take.

Our track record

You can read our Residential Complaints report online at [eonenergy.com/report](https://www.eonenergy.com/report). This includes quarterly complaint figures, top reasons of customer complaints and what we're doing to improve.

Independent help and advice

To 'Know Your Rights' and for free, independent, confidential and impartial advice on consumer issues visit [citizensadvice.org.uk/energy](https://www.citizensadvice.org.uk/energy). You can also call the Citizens Advice consumer helpline on **0345 404 0506**.

Your Security

We take your security and crime prevention seriously so we may share your data with other organisations for the detection, investigation and prevention of crime.

Important numbers

Keep these handy in case you ever need to get in touch.

National Gas Emergency Service helpline

0800 111 999

Open 24 hours a day, 7 days a week

Priority Services Register

0333 202 4760

8am to 6pm, Monday to Friday

Making a complaint

0333 202 4606

8am to 8pm, Monday to Friday and

8am to 6pm, Saturdays

**See how your energy use stacks up
with the Saving Energy Toolkit.**

We've shared lots of useful hints and tips at
eonenergy.com/yourtoolkit

E.ON Energy Solutions Limited

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Registered in England and Wales No. 3407430

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