

Our service for small and medium sized business 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



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 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 customers 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've made it easy for customers who move premises to stay with E.ON. Our end-to-end journey means that customers can complete the entire process on one call, greatly improving the customer experience.
- We've rolled out live chat in our correspondence department for our small business customers giving them more flexibility and choice on how they contact us. Customer feedback shows that our small business customers see the positive benefits of live chat with responses showing a high level of customer satisfaction.

Giving you help to meet your energy needs

- We have introduced the Sustainable Business Fund – an independently-run fund that aims to help small business customers who are struggling with their energy bills and give them with access to online courses to provide them with the knowledge and skills to enable them to become a sustainable business in the long term.

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

- 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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Our UK based call centres are open 8am to 6pm, Monday to Friday.

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