



# Customer Service and Complaints Procedure

Issued 29 July 2014

## Procedure Statements

At Coulomb Energy Supply Limited (CESL) and Energy24 Limited (E24), we value our clients and we appreciate any input they can provide on how our businesses are currently performing and how they should perform in the future. We aim to be competitive within the energy market and provide a range of services that add value to our clients' own business operations.

We also aim to provide our services to the highest standards at all times. If you are unhappy with any aspect of our service, then please tell us about it. If we have made a mistake, we will do our best to put things right. We welcome feedback on our performance, be that positive or negative, and this procedure is designed to make such process easy, transparent and above all intuitive for our clients to utilise.

If you would like to give us any feedback (be that positive or negative), we suggest as a port of first call, you speak to the person you normally deal with under your contract with us.

## Customer Feedback

If your feedback is positive, we may request your permission to advertise details of this. You are of course, entitled to request that any positive feedback be kept confidential or used anonymously, if you prefer.

## Customer Service and Complaint Procedure

We have an energy customer service and complaints process which is designed to help make sure that all queries are answered and all complaints dealt with to a satisfactory resolution. There are several steps an enquirer or a complainant may follow to make sure issues are fully dealt with.

### Stage 1: Initial Contact

As a first point of contact we would encourage you to contact the department most appropriate to your query. Each department has individuals available to talk to you and help answer any questions.

- Nomination queries should be directed to the E24 Power Operations team (who are available 24/7) by:-

Tel: 01642 623011 / 3022; or  
e-mail: [Poweroperations@energy24limited.com](mailto:Poweroperations@energy24limited.com)

- Security, collateral and pre-payment queries should be directed to E24 Middle Office (who are available Monday to Friday 9am to 5pm) by:-

Tel: 01642 623016 / 3057; or  
e-mail: [E24.MiddleOffice@pxlimited.com](mailto:E24.MiddleOffice@pxlimited.com)



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- Energy invoice and settlement queries should be directed to E24 Back Office (who are also available Monday to Friday 9am to 5pm) by:-

Tel: 01642 623097/ 623064/623080; or  
e-mail: [E24.BackOffice@pxlimited.com](mailto:E24.BackOffice@pxlimited.com)

- Any other queries

e-mail: [Customer.Services@Coulombenergy.com](mailto:Customer.Services@Coulombenergy.com)

When you contact us via telephone, the individual taking your call will attempt to resolve your query there and then. However, if you have contacted the wrong department, we will take the details of your query and ask the appropriate department to call you back within 2 hours. Should the department dealing with your query be unable to resolve it on the telephone, they will:-

- take the details of the query and your contact details;
- give you a unique complaint reference number (please quote this whenever you contact us again); and
- provide you with a time frame within which we will get back to you with a resolution or an update and planned progression of your query.

If necessary, your query will be escalated to a Manager who will try to resolve your query within 2 working days. Otherwise, you will still be advised of an update and planned progression within the timeframe provided.

Alternatively, if you prefer to write to us, you may do this by letter or e-mail and we will aim to respond to your query or complaint within 5 working days after receipt of the letter or email. If you contact us by letter or email, please include the following to enable us to respond:-

- a contact name;
- your company name and address;
- the details of your query or complaint (and what you would like us to do about it);
- your contact telephone numbers (as we may call you to try to resolve the issue); and
- the best days and times for us to call you back.

You can write to us or email us at:-

e-mail: [Customer.Services@Coulombenergy.com](mailto:Customer.Services@Coulombenergy.com)  
Address: Customer Services-(Energy24 Ltd or Coulomb Energy Supply Ltd please specify the relevant company)  
Px House  
Westpoint Road  
Stockton-On-Tees  
TS17 6BF



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If you would prefer to discuss the issue face to face, you can visit us at our office in Stockton at the address above. Just contact the appropriate person set out in stage 1 above, to arrange a suitable appointment.

## **Stage 2: Customer Complaint Escalation Process**

Following the Customer Complaint Initial Process, if you feel that your query has not been resolved to your satisfaction, you can raise the matter with our Director of Energy Management, who will perform an independent internal review and aim to reach a resolution within 10 days.

The Director of Energy Management's contact details are:-

Name: Colin Harrison  
Tel: 01642 623073  
Mobile: 07802 676982  
Email: [Colin.Harrison@pxlimited.com](mailto:Colin.Harrison@pxlimited.com)  
Post: Director of Energy Management  
Px House  
Westpoint Road  
Stockton-On-Tees  
TS17 6BF

If you do contact the Director of Management, please provide us with:-

- your unique complaint reference number;
- details of your complaint;
- your contact telephone numbers; and
- the best days and times for us to call you back.

The Director of Management will conduct a final review of your complaint aiming to reach a mutually acceptable agreement. If this cannot be done, they will write to you explaining their position and providing a final offer to resolve your complaint. This is known as a "deadlock letter".

## **Customer Complaint Independent Help and Advice**

### **Energy Ombudsman**

If you do not receive a response from the Director of Energy Management within 12 days from when you first registered your complaint, or your complaint remains unresolved after 8 weeks, or we have issued you with a deadlock letter, you can seek independent advice from the Energy Ombudsman.

You can contact the Energy Ombudsman as follows:-

Tel: 0330 440 1624 (9am to 5pm Mon to Fri)



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Textphone: 0300 440 1600  
e-mail: [enquiries@os-energy.org](mailto:enquiries@os-energy.org)  
Website: [www.ombudsman-services.org/energy](http://www.ombudsman-services.org/energy)  
Post: Ombudsman Services, Energy PO Box 966, Warrington, WA4 9DF

The Energy Ombudsman may refer you back to us if you have not escalated your complaint through our complaint procedure (stages 1 and 2 as outlined above).

The Energy Ombudsman provides a free independent scheme set up to investigate complaints from micro business consumers that the energy company cannot resolve after 8 weeks or deadlock. The Energy Ombudsman can require us to correct a problem, apologise, explain what happened, and in appropriate circumstances, make a financial award. Any decision the Ombudsman makes will be binding on us, but not on you.

In order to take a complaint to the Energy Ombudsman, you must be a micro-business. You will be a micro-business if you:-

- use more than 55,000kWh of electricity a year; or
- have fewer than 10 full time employees and your annual turnover or annual balance sheet total is not more than €2 million.

## **Citizens Advice Consumer Service**

The Citizens Advice consumer service is the government funded service offering advice and information by telephone and online on a range of consumer issues, including gas and electricity. As well as being able to offer practical, impartial advice, it can refer consumers to bodies that are better able to assist. This service is free and provides independent advice on consumer issues.

Website: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)  
Tel: Citizen Advice consumer helpline 08454 04 05 06

## **Office of Gas and Electricity Markets (Ofgem)**

Ofgem does not have a direct role in dealing with individual disputes between customers and energy suppliers. However, it does collect information from a range of sources as part of their market monitoring activity, and keep energy markets under review to ensure that all licensees comply with the relevant legislation and licence obligations. If you want to find out more about how it does this, please look at their factsheet:

<https://www.ofgem.gov.uk/ofgem-publications/37670/sectoralinvestigations-22.pdf>

The Ofgem Consumer Affairs team manage consumer based enquiries and referrals. The team ensures that matters are referred, where relevant, to the energy supply companies, network companies, Citizen's Advice consumer service or the Energy Ombudsman, as appropriate.

The Ofgem Consumer Affairs team can be contacted as follows:-



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Website: [www.Ofgem.co.uk](http://www.Ofgem.co.uk)  
Tel: 0207 901 7295  
Email: [consumeraffairs@ofgem.gov.uk](mailto:consumeraffairs@ofgem.gov.uk)

## **Complaints Handling Regulations**

You can read the Complaints Handling Regulations on the following website:

[www.legislation.gov.uk](http://www.legislation.gov.uk)