

Treating customers fairly

As a domestic energy customer of the Utility Warehouse we have a customer charter that sets out how you should expect to be treated by us.

In all communications with us - whether face to face, over the telephone or in writing - you have a right to:

- Speak to an advisor who is courteous, helpful and professional.
- Receive a reply from an advisor promptly; by telephone, email or letter.
- Feel that we are committed to solving any problems with our services that you are encountering.

Customer Service

We aim to be the Nation's Most Trusted Utility Supplier, so if we've let you down in any way we need to know.

We aim for the highest standards in customer service. However, there may be occasions when things do not go according to plan and you wish to complain.

We promise to investigate your complaint fully and provide you with a resolution in a timely manner.

We aim to resolve your complaint to your satisfaction the first time you raise it with us.

If you feel your complaint has not been fully resolved then we have an escalation path that you are entitled to follow – details are available on the back of each bill or on our website through the following: <https://www.utilitywarehouse.co.uk/complaints>

Communications

All our communications to you will be accurate and in plain English, and will contain all relevant information.

If a sale is made to you, it will be done so on the basis of the best available product that is appropriate for you and your needs.

We will tell you on each bill we send you, if a cheaper tariff is available that you could benefit from.