

CUSTOMER SERVICE CHARTER

Introduction

Our Customer Service Charter states our commitment to provide you with quality services and provides you standards by which to measure our performance. It also provides our employees with clear standards to strive for in service excellence and to achieve our Vision and Values

Vision

A quality, accurate energy billing service with effective customer interaction.

Values

Transparent, Accountable, Honest, Ethical, Respectful, Sustainable, Professional.

Distinguishing Values:

- Innovative - We will learn and adapt to changing circumstances to ensure we are always one step ahead.
- Compassionate - We will act with empathy and understanding of our customers needs and ambitions.

Service standards you can expect of our employees

In general

- We will respect our customers.
- We will provide prompt, friendly, courteous and efficient customer service at all times.
- We will take personal responsibility for, and ownership of, customer enquiries.
- We will write to you in clear, concise language that is easily understood.
- We will respond to your letter or e-mail of general correspondence within 7 working days of receipt.
- If your enquiry requires in-depth research or follow-up that will take longer than 7 working days, we will acknowledge your correspondence, and where possible, provide an expected completion date and details of the employee responsible for the response.

Via the Internet

- We will maintain our website with relevant and up-to-date information that is easily understood and accessible.
- We will respond to enquiries on our web platforms in a timely and professional manner.

Measuring and improving the quality of our service

- We will measure and improve the quality of our service by:
- conducting an annual 'Customer Satisfaction Review' analysing customer feedback and correspondence.
- implementing quality training and coaching activities for our staff

Helping us to help you

- You can help us to meet our commitments to you by:
- being courteous, polite and respectful of our employees
- respecting the rights of, and provide courtesy towards, other customers
- being open and honest with us by providing accurate and complete details when contacting us
- letting us know when your situation changes, for example, your address or personal details change.
- using appropriate channels for customer requests, complaints and compliments
- working with us to help solve problems
- telling us where we fall short on our service in any aspect so that we may improve our services to you
- helping us recognise our employees by telling us when you have received excellent customer service.

Customer service feedback

- As we strive to deliver exceptional customer service, we encourage you to provide feedback.
- Whether you have a request for action, a compliment or a complaint, we would like to hear from you.

Complaints procedure

We have a thorough complaints procedure for our customers. You are first asked to submit your complaint through the usual channels and you will be advised of the steps and procedures, our aim always being to resolve matters to your satisfaction.

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