



energetik™

Customer service charter





Here at energetik we aim to give you the best possible standards of customer service.

You deserve great customer service not just from us, but also from our trusted partners who work for us.

We want to exceed your expectations with the level of service we provide – it's how we hope to achieve our vision to transform the local energy market and be the supplier to trust.

We have therefore set out the minimum standards you can expect from us in this Customer Service Charter.

And if we fail – we'll pay for it - literally.

1 Our prices and charges

- We always offer a fair price for our service and do not pass on unnecessary costs.
- We review our prices every year. If we change them, we will let you know 30 days in advance and explain why.
- If we owe you a refund we will speak to you about how you would like to receive the payment, and pay you within 10 working days.

2 When we're communicating with you

- We will be clear and honest.
- We will be polite and professional at all times.
- We will do our best to understand your needs and work with you to find solutions to problems.



3 When you call us

- Records from our customer service desk show that we answer 80% of all our calls within 20 seconds during office hours. Even outside office hours, calls to energetik will be answered by a real person.
- We keep our business simple so the person who answers the phone should be able to help you. If not, they will introduce you to a specialist member of the team who can.
- If your call is during office hours, we will try our best to resolve any queries there and then.
- If we can't resolve your query over the phone, we will investigate further and contact you with an answer or solution. This will usually be the same day; but if we need to find more detailed information we always aim to resolve the query within ten working days.

4 When we need to visit your property

- We understand how frustrating it is when you have to wait in all day for an engineer to arrive and have no idea when they might turn up. For a planned maintenance visit we offer all day, morning (08:00 to 12:30) or afternoon (12:30 to 17:00) appointments. For emergencies or heat supply issues at your home see item 6 below.
- Engineers working on our behalf will always be courteous and respectful.
- We'll arrange an appointment with you at least three days in advance (except if it's an emergency).
- We will always tell you in advance what identification we'll carry, and show it to you before asking to come into your home. If you're still not sure, you can call the customer service team and we will confirm the engineer's identity.
- We will be mindful of your needs and that of your neighbours.
- If for any reason we feel unable to undertake work at your property, we will let you know immediately and discuss what options are available.

5 Customers needing extra help

Please let us know if you or anyone living in your property is in a situation where loss of heating would be harmful;

and/or

has difficulty managing their heating account, for example:

- Do we need to communicate with you in different way that makes it easier for you?
- Are you having trouble paying for your heating?

We can put a range of measures in place to assist, as well as making sure our agents are aware so they can help you.

- If you are registered as a Vulnerable Heat Customer on our Priority Service Register and your heat supply is interrupted, you will be provided with a portable electric heater. If an interruption lasts longer than 12 hours, we will give you a service failure payment* of £24. This is in addition to any other standard payments you are entitled to.



6 Heat supply issues

As long as your smart meter is topped-up with credit, your home will be supplied with heat and hot water **24 hours a day, 7 days a week, 365 days a year** (other than during a Planned Interruption or an Unplanned Interruption).

If we need to do maintenance on the heat network that will affect the heat supply in your home, we will let you know in advance.

- If the suspension will be **four hours or less**, we'll tell you when it's planned at least **three days** in advance.
- If the suspension will be **longer than four hours**, we'll tell you when it's planned at least **ten days** in advance..
- If it's an **emergency**, we will attend your home within **four hours** of you telling us.

If it's a heat supply failure:

- In the months of **October - April**, we will attend your home **within four hours** of you telling us, or if this doesn't work for you, we'll arrange a mutually convenient time for the appointment.
- In the months of **May - September** we will attend your home **within eight hours** of you telling us, or if this doesn't work for you, we'll arrange a mutually convenient time for the appointment.

If an unexpected problem happens with the heat network that affects the heat supply in your home, we will aim to fix the problem and get your heating back on as quickly as we can.

- If we don't do this within 24 hours of becoming aware of the problem, then we will pay you a service failure payment of £30 for each full 24-hour period, up to a maximum of £500 per year.
- If there are four or more unplanned supply interruptions that last longer than 12 hours in any 12-month period, we will pay you a service failure payment of £54.



7 Claiming a service failure payment if we let you down

You must claim within 3 months of a failure.

If there are multiple failures during a 12-month period, you must claim within the 3 months following that period.

In order for your claim to be verified you'll need to provide your address and the dates that you made us aware of the failure (you do not have an obligation to make us aware if the failure affected everyone in your development). Incidents for which a payment has already been made can't be included in your claim.

We will pay your service failure payment in a method agreed with you. This can be in heating credit; but please note that we can't give you cash.

Note that service failure payment do not apply where the problem was beyond our reasonable control, for example, where the utility gas or electricity supply fails to our energy centre.

8 If we have disappointed you

- While we try our best, things can go wrong from time to time. We will respond to complaints within ten working days (hopefully sooner).
- If you aren't happy with the outcome of your complaint or we haven't made things right for you within eight weeks, you can escalate the issue to the energy ombudsman. This is a free and independent advice service for you to use to help resolve the issue.

See your Residential Heat Supply Agreement for the full details on our services to you as our customer, and what we need from you to provide them.



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