



time for change

Treating Customers Fairly

Outstanding customer service is at the heart of everything we do. We treat you the way we like to be treated ourselves.

We promise to:

- Behave and carry out actions in a fair, honest, transparent, appropriate and professional way.
- The information we give you (whether verbally or in writing) will be:
 - Complete, accurate, truthful and not misleading.
 - In clear and plain language.
 - Related to products and/or services that are appropriate to you.
 - Fair in its content and presentation, with the most important information highlighted to you.
 - Act promptly and courteously to help you. If something goes wrong or a mistake is made, we will work with you to fix this without fuss.
 - Continuously review the way we do things to ensure our work is complete, thorough, fit for purpose and transparent.
 - Make it easy for you to contact us.

Our achievements and our vision

At E we are proud of the achievements we have made to better serve our customers, but we are not finished yet. Below is a list of what we have delivered to date and what we plan to do to serve you better:

Easy to get in touch

- All your calls are answered within a UK call centre.
- We do not use premium phone numbers.

When you get in touch by email, you can expect us to:

- Acknowledge your enquiry within 24 hours.
- Always strive to deliver back a full response within 2 days from receiving your email.





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Treating Customers Fairly (continued)

Helping you

- We offer one simple tariff for our customers – our best one.
- We run a Priority Service Register (PSR) offering assistance for vulnerable customers.

Next steps

- Ongoing monitoring of our policies and processes to ensure we are putting our customers first.

Contact us

You can contact us by:

- Emailing customer.service@e.org
- Calling **0333 103 9575** - Our working hours are Monday to Friday 8am to 7pm, and Saturday 9am to 5pm.
- Sending a letter to E (Gas and Electricity) Ltd, T3, Trinity Park, Bickenhill Lane, Birmingham, B37 7ES.
- Using the “**contact us**” section of our website at www.e.org
- You can download a copy of our Treating Customers Fairly Statement directly from our website or have one sent to you from one of our customer service representatives by calling **0333 103 9575**.

At E, we never forget that you have a choice of energy supplier and are grateful that you've chosen us.

