



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.
- 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, transparent and fit for purpose.
- Make it easy for you to contact us.

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 appropriate to you.
- Fair in its content and presentation with the most important information highlighted to you.

Our achievements and our vision

At E, we are proud of the achievements which have enabled us to better serve our customers however, 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

- We do not use premium rate 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.





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

Email: customerservice@e.org

Phone: 0333 103 9575 Monday to Friday 8am – 7pm or Saturday 9am – 5pm.

Post: E (Gas and Electricity) Ltd, T3 Trinity Park, Bickenhill Lane, Birmingham, B37 7ES.

Website: Use the '**contact us**' section of our website.

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 you have chosen us.

