

Supplier And Customer Responsibilities

Customer Service Codes of Practice



This Code of Practice explains all you need to know about Supplier and Customer Responsibilities (in Relation to Bills). You may request a copy of this code in large print or on audio CD.

How to contact us

By phone

Call us on **0345 555 7 100**. You can find our opening hours at [ecotricity.co.uk/customer-service/contact-us](https://www.ecotricity.co.uk/customer-service/contact-us).

By email

Email us at home@ecotricity.co.uk or, if you have a complaint, please email our Complaints Team at complaints@ecotricity.co.uk.

Online

Complete the form at www.ecotricity.co.uk/customer-service/contact-us

In writing

Please address all correspondence to: Customer Services, Ecotricity, Unicorn House, Russell Street, Stroud, Gloucestershire GL5 3AX.

In person

If you're local we can arrange for you to visit our Stroud offices to discuss your concerns face to face, just let us know.

Your responsibilities as our customer, you should:

- expect to pay for any energy used, or services received through us, within our agreed payment terms with you
- be willing to help us resolve any query regarding your energy supply
- be willing to help us obtain regular and accurate meter readings – either by providing them yourself or giving us, or our agents, access to your meters
- allow us to carry out a visual safety check of your meter every two years as a minimum
- be aware of all the meters in your property and ensure we're billing you for every one you have contracted with us to supply
- check the bills we send you and see if the readings we've used are in line with what you can see on your meter – even actual meter reads are worth checking as sometimes meters can be read incorrectly by you or our agents
- check the amount we're billing is feasible for the appliances you use – for example, incorrect assumptions about where the decimal place is in a meter reading can lead to us billing you by up to 10 times too much or too little
- inform us, as soon as possible, if you think your meter is recording inaccurately, or if the reading goes backwards, which can happen after the installation of microgeneration
- make sure we have your up-to-date contact details in case we need to get in touch
- give us a call to check everything's OK if we haven't sent you a bill in over three months, or been in touch to explain the delay
- let us know as soon as possible if you move out of your property and give us a meter reading when you leave – if you don't we'll have to estimate your final bill and it'll take longer for us to send it to you
- get in touch if you pay a regular fixed amount and notice your account is showing a large debt or credit
- get in touch as soon as you can if you're at all concerned about being able to afford to pay your bills – we'll always try to find a solution that works for both of us
- give us a chance to resolve any issues you may have regarding your energy supply – problems do arise occasionally and we have a dedicated team who do everything they can to get to the bottom of any problem and resolve it appropriately
- continue to pay us or, at the very least, set aside some money if you dispute a bill, so if it's correct there's less of a financial burden on you
- contact us if you move into a property that we supply – as you'll automatically enter into a deemed contract with us.

Our responsibilities as your supplier, we will:

- try to obtain regular meter readings through our third party agent – if we're unable to get a read, over a long period of time, we'll contact you for help in arranging a special visit by our meter reader
- make it easy for you to give us meter readings – you can do this via post, phone, online and by text – we'll either bill you to the reads you provide or use them to make our estimates more accurate
- review your account, at least annually, if you have a payment scheme, to check your regular payments are covering the cost of your energy
- make every communication to you simple and easy to understand – this includes bills and letters, but we have to abide by certain industry regulations that sometimes add complexity to communications.

- treat you fairly if we discover a problem with your account
- limit the amount of time and energy we back bill you for if we find we've under-billed you for a long period of time if the fault lies with us, one year for domestic supplies and two years for business supplies – we'll explain what happened and we'll normally offer payment options to help you clear any debt over an agreed period

If you don't feel that we've resolved your concerns we have a clear complaints process and you can always talk to the Citizens Advice Consumer Service.

If we don't address your complaint, or if we take longer than eight weeks to do so, you can contact the Energy Ombudsman. You can find out more at www.ecotricity.co.uk/complaints.

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