



Customer charter:

We aim to provide a great customer service at all times and keep our promises



When you become a customer it's important you have all the information you need to help you settle into your new home.

← We will send you a **welcome pack** with all you need to know about your heating system and the services Switch2 Energy provide to you.

If you have any problems at all - we're here to help

We have a local rate telephone service available for you. The number is **0333 321 2010** and we're open **8am to 6pm Monday to Friday**. When the main office is closed you can still contact us on the same number if you have an urgent problem and require an engineers' help.

How to get in touch with us

Call us on: **0333 321 2010** Email us at: info@switch2.co.uk Or write to us at: **Switch2 Energy Limited, The Waterfront, Salts Mill Road, Shipley, BD17 7EZ**

We aim to answer 80% of our calls within 20 seconds - **that's just 6 rings**

You can also contact us on:

 Twitter **@Switch2Support**

 Facebook **@Switch2**

▲ If we need to visit your home we will respect your home, be professional and helpful

- We will agree a convenient appointment with you
- We will always carry Identity Badges so you know it's safe to let us into your home
- We will fix 95% of faults during our first visit and if we can't we'll agree what we need to do to fix it and keep you informed
- We will be clean and tidy and remove any old parts or packaging from your home
- We will explain what we've done and offer any additional help or support

▲ If you need extra support we will ensure you have it

For customers with a disability or a special need, we will be as flexible as possible and have a range of services

- We have a register so we can understand what care we need to take to help you
- We can arrange for a family member, friend or carer to be our main point of contact for anything you may need from us

▲ If we send you a bill we will be clear, concise and accurate

- We will offer different ways to receive your bill by paper, email, or online account
- We will be happy to answer any questions you have about your bill, just call us on **0333 321 2010**
- We offer a wide range of payment options to suit all customer needs
- Our resident portal my.switch2.co.uk enables you make payments, view previous bills and account details

▲ If you are unhappy with any aspect of our service we want to know as we value any feedback and act on it

- We aim to resolve any complaint on the same day, just call us on **0333 321 2010**
- If you email or write to us we will acknowledge your complaint in 24 hours
- If we can't resolve the problem immediately we will respond in full within 10 days

▲ If you are on pay-as-you-go we offer a wide range of top-up options to suit you

- Our resident portal my.switch2.co.uk enables you to top-up, view previous payment history and account details
- We will send you an annual statement showing your energy usage and total payments made

