

# Customer contact process if you are unhappy with our service

At UK Power Networks we want to give you excellent customer service. However, we realise that sometimes things can go wrong. We want to know when this happens so we can sort out any problems as quickly as possible.

**To resolve a complaint, one or more of the following may be applicable:**

- An apology
- An explanation of the circumstances around the issue
- The taking of appropriate remedial action by UK Power Networks
- The award of compensation in appropriate circumstances such as an Electricity Guaranteed Standards failure

**So you can contact us by:**

- **Phone** - our Customer Care team on **0800 028 4587**
- **Email** - you can email us at **care@ukpowernetworks.co.uk**  
*Please include your address and postcode along with a contact telephone number in your email.*
- **Writing to** - **Customer Care, UK Power Networks, Fore Hamlet, Ipswich, IP3 8AA**  
*If writing on somebody else's behalf, please ensure you include the address and postcode of where the problem is along with a contact phone number.*

## Step 1

### Resolution by Customer Care team or Operational team leader

When you contact us we will call you, if we have your phone number, to understand your problem. Although we will do our best to resolve the matter on this call, we may need to follow the issue up later with more detailed information.

If we do not have your phone number, we will write or email you back within 10 working days of you contacting us.

Please note: if you contact us after 4pm weekdays or on a weekend or bank holiday, we will call you the next normal working day.

## Step 2

### Referral to a senior customer care colleague

If your problem is unresolved, you can ask for a customer care leader to review the complaint. They will contact you within three working days – by email, letter or phone. They will work with you to resolve the problem.

## Step 3

### Final review by a customer care manager or senior UK Power Networks manager

If you are still not satisfied you can ask for your complaint to be formally reviewed by UK Power Networks Customer Care Manager Abbie Smith or another senior manager by emailing [executivecomplaintsteam@ukpowernetworks.co.uk](mailto:executivecomplaintsteam@ukpowernetworks.co.uk)

## Step 4

### Energy Ombudsman

We will do all we can to solve your problem by working with you. However, if you are still unhappy with our actions and you have followed Steps 1 to 3, you have the right to contact the Energy Ombudsman. This is a free and independent dispute resolution service. The Ombudsman will ask you for a full account of your dealings with us and they will also contact us to gain a factual understanding of the case from our perspective.

The Ombudsman is an independent body, established to provide a free-of-charge service to impartially resolve customer complaints in cases where the customer and the distribution network operator cannot agree on final resolution. The Ombudsman may require us to take one or more of the following actions - take practical action that may benefit you, offer an apology or explanation or make a financial reward. Their final decision is binding on us but not you as the customer.

In writing: Energy Ombudsman, PO Box 966, Warrington, WA4 9DF

Phone: **0330 440 1624**

Text phone: **0330 440 1600**

Email: [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org)

Website: [www.energyombudsman.org](http://www.energyombudsman.org)