

# Our Customer Charter

welcome  
ENERGY



## Getting in Touch

You can contact us in several ways:

- By phone on 0800 3689590 during office hours 8am – 5pm
- On our website [www.welcomeenergy.co.uk](http://www.welcomeenergy.co.uk)
- By email to [help@welcomeenergy.co.uk](mailto:help@welcomeenergy.co.uk)
- Through Twitter [@welcomeenergy](https://twitter.com/welcomeenergy)

We will always aim to respond to you within 24 hours.



## Moving in or Moving out

- If you have just moved in, we will set up a billing account and send you out a welcome pack with all the details you need,
- If you are moving out then please provide us with your move out meter reading(s) and your forwarding address or email. We will send you your final bill within 10 working days.
- Any credits will be returned to you by BACS once your final bill has been issued.



## Our Metering and Billing Service

- We will aim to produce your bills on actual meter readings and we will only estimate if we have to.
- Your bill will clearly state what utility it is that we are billing for and there will be clear breakdown of charges.
- We will provide you with a secure online portal to manage your bills from.
- We will aim to resolve the majority of billing queries as soon as possible.
- You can choose to receive your bills either by post or online



## Prices and Tariffs

We believe in charging fair prices for energy. The unit rates that we charge are calculated directly to cover the charges of the network's supply, so neither us or your managing agents profit from the energy price charged.



## Payment options

We offer a range of payment options, to suit everyone's needs:

- Direct debit
- Card payments - either over the phone or via our secure website
- Cash payments are accepted at your local post office or Metro Bank branches
- Cheque
- Standing orders, and
- Bank transfers.



## Your Responsibilities as a customer

- Tell us if you have moved in or out of a property, that uses our billing services.
- Make sure you have arranged to pay by your preferred payment method within the 28-day period after receiving your bill.
- If you have received an estimated bill, please contact us with an actual reading so that we can correct your bill.
- If you are disputing your bill, then please make all payments whilst the bill is in dispute.
- Let us know if you are not receiving your bills regularly, or if you think they may be incorrect.
- Let us know if your meter is damaged, faulty or may have been tampered with.
- Let us know if you are a vulnerable resident.



## Complaints

- We will try to deal with all complaints over the phone, if we cannot resolve your complaint over the phone, we would ask you to send your complaint to us in writing.
- Your complaint will be acknowledged and you will be given a complaint reference number.
- Your complaint will be answered within 10 working days.
- For a copy of our complaint handling statement please look on our [website](#).